

Redlands United Football Club Grievance Policy

While everyone involved at RUFC, including committee members, coaches, managers etc, strive to ensure the satisfaction of all players, there will be from time to time occasions where situations eventuate where outcomes are not as desired.

To ensure a prompt and efficient response to any grievance, the following process is required to be followed.

The complaint must be made in writing (hard copy or email) and address the following;

- a. Nature of the issue
- b. Name of the person making complaint
- c. Name of the aggrieved person / player (if different from above)
- d. What is the desired outcome?

The complaint must be addressed to the relevant Chairperson, i.e.

Rooball / Small Sided Football:

ssfchaiperson@redlandsunited.com.au

Junior Football:

junior@redlandsunited.com.au

Women's Football:

womens.football@redlandsunited.com.au

Senior Football:

seniors@redlandsunited.com.au

Please note: any correspondence that does not outline the above requirements will not be considered, especially anonymous letters.

Important:

If at any time it is considered that a child's safety or wellbeing is being threatened it MUST be brought to the attention of a team or club official immediately.