



# Disputes Policy

## The Disputes Process

To all club members,

Please take the time to familiarise yourself with the South Springvale FC ('the Club') disputes policy.

If an incident occurs within the team environment and this is the first occurrence of this incident, it is important you speak to your Coach and/or Team Manager first; do not bypass and go directly to the Junior Co-ordinator and/or a club committee member; try and keep the incident in-house (within the team) as in most cases the issue can be resolved amicably in the first instance.

If the issue cannot be resolved, then in the second instance the incident is escalated to the Junior Co-ordinator. In addition a club committee member can also be present (if required) to assist and also act as a witness.

With regards to Seniors and Reserves level, all second instance disputes are escalated and handled by Club Committee representative directly.

Our coaches invest a lot of time and effort to improve the football skills and development of all players. Parents are asked to fully support their child's coach and where possible assist the coach to ensure training and match days run smoothly.

### ***Dispute between Parent/Player v Coach***

If a Parent/Player has concerns about the behaviour or attitude of a Coach:

- Inform the Team Manager that they would like to speak to the coach or personally ask the coach for a meeting at a time convenient to the coach. At NO time should a Parent confront a Coach during training or while a game is in progress.
- The Parent/Player and Coach must not let the situation become heated.
- If the Parent/Player feels that they are not able to resolve their issue after speaking to the Coach or by speaking to the Coach, then they should contact the Junior Co-ordinator and arrange a meeting to discuss, preferably in writing via email.

- The Junior Co-ordinator will then talk to the Coach and try to resolve the dispute or may consult with a number of Club Committee members to convene a mediation process.
- The Junior Co-ordinator will mediate the meeting between the Coach and the Parent and attempt to resolve the issue. If required, a club committee member can also be present to assist and also act as a witness.
- In the instance where mediation doesn't work then the Junior Co-ordinator will report his/her findings back to the Club President to adjudicate to the best of his/her ability and in the best interest of the Club.
- If a number of parents have concerns then they should put these in writing and email/send to the Club Committee [disputes@southspringvalefc.com.au](mailto:disputes@southspringvalefc.com.au)

At NO stage should parents abuse or threaten a coach. Any breach of this could result in parents and/or their child being either suspended or expelled from the club. Coaches must be treated with respect and any disputes should be resolved amicably.

### ***Dispute between Player v Player***

If a Player has concerns about the behaviour and/or attitude of another Player (same team or otherwise):

- Players/Parents should not take matters into their own hands. They should refer the matter to the Coach and Team Manager in the first instance. Any further escalation on the matter will be referred to the Junior Co-ordinator and if required he/she will consult with a Club Committee Member who will work together to provide the appropriate action.
- If the matter warrants the intervention of the Club President, the matter will be investigated by this person and he/she will adjudicate to the best of their ability and in the best interest of the Club.

### ***Dispute between Coach/Team Manager v Player***

If you have concerns about a Player's behaviour or attitude:

- Talk to the player and express your concerns. If the player is 14 years of age or younger, you must always speak to the child in the presence of their parent.
- If there is a further incident with the player, and you are still not satisfied with the behaviour of the player, you should again speak to the player and parent and make them aware that future indiscretions will not be tolerated. At this point, you must inform the Junior Co-ordinator, preferably in writing via email.
- If the behaviour of the player does not change, the player will be spoken to by the Junior Co-ordinator and, if necessary, may be required to address a Club Committee member to explain his/her behaviour.
- If a situation arises at Training/ Matches that requires some immediate action, the Coach/Team Manager will adjudicate to the best of their ability and in the best interest of the Club. The matter must be referred to the Junior Co-ordinator and if required the Club Committee for further investigation.

## ***Dispute between Coach v Parent***

If a Coach has an issue with a Parent's behaviour or attitude:

- Talk to the Parent about the issue, and do this where possible, in the presence of the Team Manager. If the Team Manager is not present, then the Coach must report the issue to the Team Manager as soon as possible.
- Must not let the situation become heated. Always talk to the Parent away from the field of play, unless this is not possible.
- If the Coach is unable to resolve the problem amicably, then they should refer the matter to the Junior Co-ordinator, preferably in writing via email.
- Inform the Junior Co-ordinator to talk to the Parent and try to resolve the dispute. The Junior Co-ordinator may also consult with a Club Committee member to convene a mediation process.
- The Junior Co-ordinator will mediate at a meeting between the Coach and the Parent and attempt to resolve the problem.
- If the matter warrants the intervention of the Club President, the matter will be investigated by this person and he/she will adjudicate to the best of their ability and in the best interest of the Club.