



# Glencoe Football Club

PO Box 100  
Glencoe SA 5291

## **CODE OF CONDUCT & GRIEVANCE POLICY**

### **1. PURPOSE**

The purpose of this policy is to clearly outline the standards of conduct expected of all Glencoe Football Club officials, members, players and supporters when participating in club activities and utilising club facilities. Club activities include all game day activities, club functions and events, player training and all committee and sub-committee meetings.

This policy also provides a framework for the reporting, management and resolution of all grievances raised in relation to the general operations of the Glencoe Football Club and the behaviour of any of the club's officials, members, players and supporters.

### **2. SCOPE**

This policy applies to all officials, players and supporters of the Glencoe Football Club.

### **3. DEFINITIONS**

- 3.1 "Committee" means the Glencoe Football Club committee including office bearers, general committee members and members of sub-committees.
- 3.2 "Committee Executive" means the President, Vice-President, Secretary and Treasurer.
- 3.3 "Contact Person" means a member of the Coaching Staff or an official or member of the Glencoe Football Club committee.
- 3.4 "Investigator" means a person appointed by the Committee Executive to investigate any issues or allegations surrounding misconduct or the raising of a formal grievance.

## **4. POLICY**

### **4.1 Standards of Conduct**

#### *Club Executive & Committee Members*

It is expected that all club officials and committee members will:

- Behave with integrity, apply sound and ethical standards of behaviour and perform their roles to the best of their ability.
- Where practicable, attend committee meetings on time and observe standard meeting procedures.
- Advise the Club President or Club Secretary when unable to attend committee meetings prior to the meeting.
- Comply with any relevant legislation and league and club policy requirements.
- Disclose to the committee any interest (whether directly or indirectly) in any company or other entity which provides, or may provide, products or services to the Glencoe Football Club.
- Disclose to the committee any inducements offered or received in relation to the provision of any products or services to the Glencoe Football Club.
- Keep confidential any information concerning the operations of the Glencoe Football Club which is not in the public domain.
- Utilise the Club's facilities and equipment in a responsible manner.
- Ensure that adequate internal controls are in place for the prevention of fraud including ensuring that there is an appropriate segregation of duties and regular audits and risk assessments conducted.
- Promote a family and community friendly culture and environment within the Glencoe Football Club which encourages active participation in club functions and activities and the responsible service and consumption of alcohol.

#### *Players*

It is expected that all players will:

- Continually demonstrate high levels of support and respect for fellow players and coaching staff.

- Observe appropriate personal and team behavioural standards when representing the Glencoe Football Club both on and off the field of play.
- Encourage and recognise other players for their positive contributions to the performance and success of the Glencoe Football Club.
- Abide by any reasonable directions or decisions made by coaching and selection staff appointed by the “Committee” to manage team training & development, team selection, and game day operations and strategy.
- Observe team rules in relation to attendance, presentation and on-field behaviour on game days.
- Be positive role models and mentors for less experienced players and junior footballers of the club.
- Avoid any on field behaviour that may penalise the team or reflect negatively on the reputation of the Glencoe Football Club.
- In line with the family friendly culture of the club, use appropriate language at club functions and events, and support the responsible consumption of alcohol.
- Raise any grievances utilising the grievance process as outlined in this policy.

### ***Members & Supporters***

Members and Supporters of the Glencoe Football Club are encouraged to:

- Actively contribute to a family and community friendly culture and environment within the Glencoe Football Club.
- Assist with and participate in the preparation and operation of club functions and activities which contribute to the overall success of the Glencoe Football Club.
- In line with the family friendly culture of the club, use appropriate language at club functions and events.
- Responsibly consume alcohol when attending football matches and club functions and events.
- Raise any grievances utilising the grievance process as outlined in this policy.
- Observe appropriate behavioural standards and not use disparaging language of a personal and direct nature towards any player, umpire, Glencoe or opposition official or supporter which may penalise the team or negatively impact on the image or reputation of the Glencoe Football Club.

## **4.2 Reporting, Investigation & Management of Misconduct**

The following process will be followed in relation to the reporting, handling and resolution of any alleged serious breach of the conduct standards (refer 4.1 of this policy) involving an official, committee person, player, member or supporter of the Glencoe Football Club.

The intent of the process is to ensure that issues are dealt with as soon as possible and within a 7 day period (where practicable) of the alleged breach occurring.

### ***Step 1***

Any alleged serious breach of the conduct standards (refer 4.1 of this policy) shall be reported to a member of the “Executive” within 24 hours of the incident/occurrence.

Under no circumstances is an issue of alleged misconduct involving officials, players or supporters of the Glencoe Football club to be raised or discussed in the public arena. The Glencoe Football Club will impose sanctions on those individuals who do not observe confidentiality, or follow the correct process in reporting and managing cases of alleged misconduct.

### ***Step 2***

The “Executive” will, where practicable, arrange for a special meeting to take place within 5 calendar days of the incident/occurrence being reported.

The “Executive” may appoint an “Investigator” to obtain additional information from any person(s) directly involved (and any witnesses where applicable) which may be relevant to the alleged misconduct under consideration.

### ***Step 3***

The “Investigator” shall interview the person(s) directly involved (and any witnesses where applicable) and provide a summary of the findings to the “Executive”, including any conclusions and recommendations.

### ***Step 4***

The “Executive” will attend a special meeting within 5 calendar days (where practicable) of the incident/occurrence and consider all of the available information concerning the alleged misconduct, including any findings or recommendations from the “Investigator”.

Following consideration of all of the available information at the meeting, the “Executive” will determine whether a breach of the standards of conduct has occurred and what action(s), if any, are required to conclude the matter.

### ***Step 5***

The “Executive” will arrange to provide feedback to all person(s) directly involved within 24 hours of the special meeting.

Should the “Executive” determine that a serious breach of the conduct standards has occurred, the “Executive” will initiate such actions that are deemed appropriate according to the severity of the misconduct.

Actions may include:

- A formal warning;
- A period of suspension from the club;
- Limiting access to some, or all areas of the Glencoe Football Club for a defined period;
- Limiting access to the football player group and coaching staff for a defined period;
- Demotion to a lower grade or suspension for a defined period (players);
- Removal from office or from the committee (where a member of the Committee);

## **4.3 Grievance Handling Process**

The following process will be followed in relation to the reporting, handling and resolution of any grievance raised involving the operations of the Glencoe Football Club or the conduct of an official, committee person, player or supporter of the Glencoe Football Club.

### ***Step 1***

Where practicable, the person(s) raising a grievance are encouraged to discretely and informally discuss their concerns directly with the particular individual(s) involved and/or a “Contact Person” in the first instance.

Under no circumstances is a grievance involving officials, players, members or supporters of the Glencoe Football club to be raised or discussed in the public arena. The Glencoe Football Club will impose sanctions on those individuals who do not observe confidentiality or follow the correct process for raising, handling and resolving grievances.

Where a grievance has been reported to a “Contact Person”, the “Contact Person” should provide appropriate advice and support to the person raising the grievance, including advising them of the processes/options available to them to resolve the matter.

If at this stage of the process, the problem can be resolved informally and the person raising the grievance is satisfied with the outcome, no further action will be taken.

***Step 2***

Where a grievance is of a serious nature, or an informal process is unsuccessful in resolving the concerns of the person(s) involved, a formal grievance may be raised with a “Contact Person” as soon as practicable or within 48 hours of the incident/issue occurring.

The “Contact Person” shall record the nature of the grievance and any other relevant information on a “Formal Grievance Report” form (refer attached form).

***Step 3***

The “Contact Person” shall immediately notify the Club President regarding the nature of the formal grievance raised and provide a copy of the “Formal Grievance Report” form to the Club President.

***Step 4***

The Club President will arrange for a special meeting of the “Executive” to occur within 5 calendar days of the formal grievance being raised.

Prior to the special meeting of the “Executive”, the Club President may appoint an “Investigator” to obtain additional information from the Parties (and any witnesses where applicable) which may be relevant to the matter under consideration.

Where an “Investigator” is appointed by the Club President, the “Investigator” shall interview both Parties (and any witnesses where applicable) and provide a summary of the findings on the “Formal Grievance Report” form for the “Executive”, including any conclusions and recommendations.

***Step 5***

The “Executive” will convene for a special meeting within 5 calendar days of the grievance being raised and consider the content of the “Grievance Report” and the findings and recommendations of any investigation undertaken.

Following consideration of all of the available information, the “Executive” will determine what actions, if any, are required to resolve the grievance.

### ***Step 6***

The Executive will arrange to provide feedback to both Parties within 24 hours of the special meeting.

Should the “Executive” determine that a serious breach of the conduct standards has occurred, the “Executive” will initiate such actions that are deemed appropriate according to the severity of the misconduct.

Actions may include:

- A formal warning;
- A period of suspension from the club;
- Limiting access to some, or all areas of the Glencoe Football Club for a defined period;
- Limiting access to the football player group and coaching staff for a defined period;
- Demotion to a lower grade or suspension for a defined period (players);
- Removal from office or from the committee (where a member of the Committee);

#### **4.4 Records & Documentation**

The Secretary shall maintain any records or documentation associated with incidents of serious misconduct or grievance processes.