

KINCUMBER COLTS JRLFC



COMPLAINT HANDLING PROCEDURE

The Kincumber Colts JRLFC has established the following complaint handling procedures to ensure that all concerns, complaints, or grievances are managed promptly, fairly, and appropriately.

Lodging a Complaint

1. **Rugby League Related Matters**

Complaints relating to coaching staff or players must be submitted via email to: **coachingkincumbercolts@gmail.com**

Upon receipt, the complaint will be forwarded to the appropriate authority for investigation and any required action.

2. **Administrative Matters**

Complaints relating to administrative or operational matters must be submitted via email to:

secretarykincumbercolts@outlook.com

These complaints will likewise be referred to the relevant authority for review and action.

3. **Role of Committee Members**

If a committee member becomes aware of a complaint or grievance, they must direct the involved parties to submit the matter through the club's formal complaint process as outlined above in this policy.

Escalation Process

5. **Unresolved Complaints**

If a complaint cannot be resolved at the initial stage, it will be escalated to the club's Executive Committee. The Executive Committee will review the matter, make a final determination and implement any necessary actions to resolve the issue.

This escalation process ensures that complaints are reviewed thoroughly and at multiple levels within the club, with the objective of achieving a fair and equitable outcome for all parties involved.

By adhering to these procedures, the club aims to maintain a transparent, consistent, and respectful approach to managing complaints and resolving issues.

Criminal Allegations

Any complaint alleging criminal behaviour will be referred directly to the Police. The alleging party may be required to provide formal statements or cooperate with authorities as necessary.