



# South Morang Football Netball Club Issue Resolution Policy

## 1. Purpose

The South Morang Football Netball Club requires that all issues are resolved to the satisfaction of the members and Committee in a timely fashion. All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution.

## 2. Procedure

1. Any person wishing to raise an issue shall:

Issue	Preferred First Contact
Team Related	Coach or Team Manager
Football Related	Coach, Team Manager or Football Operations Manager
General Nature	Committee Member

2. Where the initial parties cannot resolve the issue, the Team Manager should refer the matter to the Committee through the Football Operations Manager, Chairperson, Senior President, Junior President or Secretary as soon as possible.
3. In attempting to resolve the issue, all parties should take into account:
  - The extent of the issue, i.e. if it is likely to have a wider effect in the Club.
  - The number of people or teams affected.
  - Whether appropriate temporary measures are possible or desirable.
  - What resources may be needed to resolve the issue.
4. The consent of the Committee must be obtained before any external parties are involved in the resolution of Club issues.
5. Only the Club Chairperson, Senior President or Junior President are authorised to make public statements on behalf of the Club.
6. The Team Manager and/or Coach may at any time call on Committee Members for assistance.

All persons must take reasonable actions to avoid situations that could cause injury or harm to players, officials or the public.

If any hazard is identified the Committee are to be informed as soon as possible.

## 3. Policy Review

This policy will be reviewed annually to ensure it remains relevant to club operations and reflects both community expectations and legal requirements.