



Introduction

Moorebank Soccer Club has a Grievances and Disputes (G&D) Committee.

The role of the committee is to hear and arbitrate on matters that are brought before them.

Lodging a Complaint

1. If a grievance or dispute relating to the running of the Club or a team of the Club cannot be resolved informally, then it shall be referred in writing by a Club member to the G&D Committee.
2. The referral must clearly state the nature of the grievance or dispute, the attempts made to resolve it and the resolution sought.
3. All referrals must provide a name, an email address, be dated and forwarded to the Club Secretary who will forward the complaint to the committee Chair.

Complaint Resolution

1. The G&D Committee will convene within 14 days from receipt of a written referral. The Committee will not convene or answer the referral if it has not been completed with the required details.
2. In order to bring about a speedy resolution to a matter referred to it, the G&D Committee - consisting of any two members together with the Chairperson - may decide on an issue by majority.
3. Decisions made by the G&D Committee will be final and will be advised in writing to the name and email address provided on the written referral. Where appropriate, a verbal response will also be provided.

Complaints Relating to Coaches or Managers

1. Issues relating to the appointment, performance or behaviour of coaches or managers can initially be brought to the attention of the Minis Co-ordinator (Nursery to U9), Junior Executive Officer (U9 to U16) or Senior Executive Officer (U17+) for informal resolution.
2. If the matter cannot be resolved informally by either of the members, then the issue will be referred by those Members directly to the G&D Committee for resolution.