



Complaints Policy & Process

Franklin United Football Club Incorporated

Purpose

Franklin United Football Club (FUFC) is committed to fostering a safe, respectful, and inclusive environment for everyone involved in the game. We take complaints seriously and are dedicated to upholding the highest standards of behaviour across all levels of football.

1. Scope

This policy is centered on equity, dignity, respect and maximising the potential of all people of FUFC. The following principles should be kept in mind when applying this policy:

- Respect for culture
- Addressing problems informally and face to face wherever possible
- Treating others fairly, equally and in a way that keeps their mana intact
- Maintaining relationships and keeping each other safe

This policy sets out steps for raising and dealing with complaints. It aims to:

- Support people to resolve minor issues on their own
 - Give clear guidance for making, dealing with and resolving complaints
 - Make sure the approach taken to dealing with complaints is fair and consistent including enabling culturally appropriate responses and processes.
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2. Who can make a complaint?

Complaints can be made by or about anyone involved in FUFC. This includes volunteers, players, supporters, Club members, employees, service providers and whanau. Complaints may also be about the FUFC Board.

3. What can complaints be about?

Complaints may be made about things such as actions or decisions or organisation members or officials, processes not being managed well (or at all), disagreements between members, unprofessional or upsetting behaviour, or delays or failure to communicate about matters affecting a person.

This complaints process does not apply to code-specific in-play decisions or selection or eligibility decisions.

Serious complaints (e.g. unethical, dishonest or illegal behaviour, harassment (sexual, racial or otherwise), bullying, health and safety risks, unlawful discrimination, and offensive/insulting language or behaviour) may be breaches of other FUFC policies. These will be assessed and may be dealt with under those other policies. If you are unsure whether the Complaints Policy and Process applies to your situation, the Club President or Operations Manager or a member of the FUFC Board can help.

Guidance and support can also be sought from the Sport Integrity Commission ("SIC") which is an impartial organisation independent of FUFC. SIC will keep details of complaints confidential unless and until the complainant wishes otherwise. More information about this service including how to make a complaint through them directly is available on their website at <https://sportintegrity.nz/making-a-complaint/help-for-you>

4. Informal Resolution First

Self-managed informal resolution needs to be approached respectfully. It can be helpful to discuss the issue with a trusted friend or family member for another point of view and support before raising the concern directly with the person. Those involved should have a chance to be heard and feel safe to be able to say what they want to say, keeping in mind the need to find ways to resolve issues and be able to work with one another in future. It is open to any party to have a support person involved. A support person might assist, for example, in raising the complaint with the person initially or joining a conversation between the parties.

If self-managed informal resolution has not resolved the issue, it should next be raised with the Club President, Operations Manager or a member of the FUFC Board, who, in consultation with those involved, will suggest a culturally appropriate process to try to resolve it.

5. Formal Complaints Resolution – Advice to those with a complaint

What do I need to do?

Formal complaints should be made in writing, as soon as possible after the event(s). Where this is not possible, you can make a verbal complaint and one of the FUFC Board members will assist you to put it in writing.

Who do I make a complaint to?

Complaints may be made directly to the FUFC Board, the Club President or Operations Manager or to SIC. SIC is a good option where it would be helpful to talk to someone in confidence before making the complaint about how best to go about it and what to expect, you wish to remain anonymous, or there is a dispute between people that is escalating or causing problems within the sport or active recreation area, etc.

If you contact SIC for initial advice and wish to proceed with a complaint, you are free to move forward with SIC or make it directly to the FUFC Board, Club President or Operations Manager.

How will I be treated?

A person making a formal complaint to FUFC can expect to be treated with fairness, respect and confidentiality.

What is the process for FUFC resolving a complaint?

FUFC will follow the Disputes Resolution set out in its current Constitution.

If a complaint is made directly to SIC?

SIC acts as a conduit between the complainant and FUFC.

Where FUFC is contacted by SIC to advise about a complaint, we will work constructively with SIC to resolve the complaint quickly and effectively.

6. Review

This policy and process will be reviewed two yearly or sooner if necessary.

Updated September 2025