
Keilor Park Football Club Inc

Essendon District Football League
Stadium Drive, Keilor Park

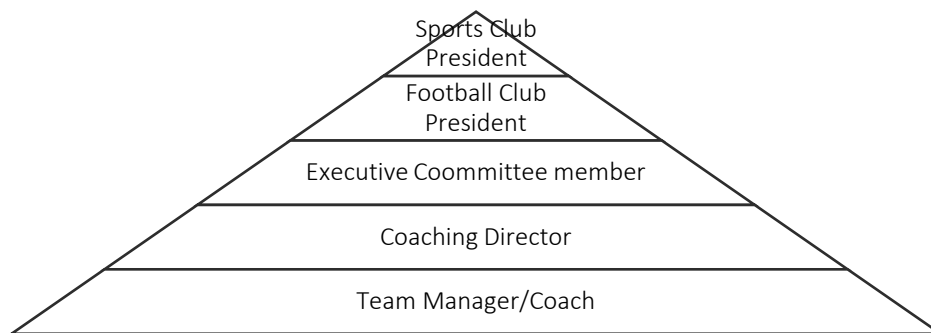


Issue Resolution Procedure

The Keilor Park Football Club requires that all issues are resolved to the satisfaction of members and Committee in a timely fashion. Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled. 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.

Procedure

- Any person wishing to raise an issue shall do so as follows, starting from the level where the issue is most relevant.



- Where possible the person reporting the issue should make suggestions that may resolve the issue. As soon as possible after an issue has been reported, the club representative and the claimant, must meet and try to resolve the issue.
- Where initial parties cannot resolve the issue, matter must be referred to the next level. Escalation is for claimant to decide.
- In attempting to resolve the issue, all parties should take into account the following factors:
 - The extent of the issue, ie, if it is likely to have a wider effect on the Club
 - The number of members, players or teams affected
 - Whether appropriate temporary measures are possible or desirable
 - The expected time before the issue can or needs to be addressed
 - What resources may be needed to resolve the issue
 - Is the health and wellbeing of members, players, officials or public at risk
- Only the Club President or delegate are authorised to make public statements on behalf of the Club.
- Any football or team related issue reported to the Committee, where the Team Manager and/or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager/Coach.

Policy Review

The policy will be reviewed on an annual basis to ensure the policy remains current and practical.