



Keilor Park Football Club Inc.

ABN 68 751 067 867
PO BOX 349 Niddrie Vic 3042
Stadium Drive, Keilor Park Vic 3042
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www.keilorparkfc.com.au

Keilor Park Football Club - Issue Resolution Procedure

Purpose

Keilor Park Football Club is committed to resolving issues in a fair, timely, and respectful manner, ensuring alignment with the standards and expectations of the Essendon District Football League and AFL Victoria.

This procedure supports a safe, inclusive, and well-governed environment for all participants.

Scope

This policy applies to:

- Players
 - Coaches and Team Officials
 - Volunteers and Members
 - Parents/Guardians
 - Committee Members
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Guiding Principles

All issue resolution processes will be guided by:

- Respect, fairness, and professionalism
 - Procedural fairness (natural justice)
 - Confidentiality and discretion
 - Timely and transparent processes
 - Player welfare, safety, and wellbeing as the highest priority
 - Alignment with EDFL and AFL Victoria policies and Codes of Conduct
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Procedure

1. Raising an Issue

- Any person wishing to raise an issue must do so at the most relevant level.



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- Concerns should be raised as soon as practicable.
 - Individuals are encouraged to provide constructive solutions where possible.
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2. Informal Resolution (First Step)

- Wherever appropriate, issues should first be addressed directly between the parties involved.
 - The Team Manager and/or Coach must be given the initial opportunity to resolve football-related matters.
 - A respectful discussion should occur as soon as possible.
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3. Escalation Pathway

If the matter cannot be resolved, escalation may occur as follows:

1. Team Manager and/or Coach
 2. Coaching Director
 3. Executive Committee Member
 4. Football Club President
 5. Club President
- Escalation is at the discretion of the person raising the issue.
 - Matters raised at Committee level without prior steps may be referred back unless exceptional circumstances exist (e.g. safety concerns).
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4. Formal Complaint Process

Where informal resolution is unsuccessful or inappropriate:

- Complaints must be submitted in writing to the Committee or Club President.
- The Club may:
 - Conduct an internal review or investigation
 - Meet with relevant parties
 - Seek guidance from the Essendon District Football League where required



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- Outcomes will be communicated in a timely and appropriate manner.
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5. Considerations in Resolution

The following factors must be considered:

- Severity and scope of the issue
 - Number of people affected
 - Risk to health, safety, or wellbeing
 - Need for interim or immediate action
 - Time sensitivity
 - Required resources
 - Compliance with Club, EDFL, and AFL Victoria policies
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6. EDFL & External Escalation

- Matters involving serious misconduct, breaches of league rules, or disputes unable to be resolved internally may be escalated to the Essendon District Football League.
 - This includes (but is not limited to):
 - Tribunal matters
 - Code of Conduct breaches
 - Integrity or governance concerns
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7. Safeguarding & Mandatory Reporting

- Any concerns involving:
 - Child safety
 - Abuse, harassment, or discrimination
 - Serious misconduct

must be immediately escalated to the Club President.

- These matters will be handled in accordance with:



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- AFL Victoria safeguarding policies
- Relevant legal and mandatory reporting obligations
- External authorities and/or the EDFL may be notified where required.

8. Communication & Confidentiality

- All parties must maintain confidentiality throughout the process.
- Only the Club President or authorised delegate may make public statements on behalf of the Club.

9. Record Keeping

- All formal complaints must be:
 - Documented
 - Stored securely
 - Managed in accordance with privacy obligations

10. Non-Retaliation

- The Club prohibits victimisation or retaliation against any individual who raises a concern in good faith.

11. Policy Review

This policy will be reviewed annually to ensure alignment with:

- Essendon District Football League regulations
 - AFL Victoria standards
 - Community sport governance best practice
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