



Litchfield Football Club (LFC) Complaints Procedure

Reviewed: 2026

Purpose

Litchfield Football Club (LFC) is committed to providing a safe, fair, respectful and inclusive environment. This Complaints Procedure provides a clear, consistent pathway for members, players, parents, coaches, volunteers and officials to raise concerns appropriately and be heard. It aligns with the LFC Constitution, Dispute Resolution Policy, and Disciplinary Procedure.

1. Scope

This procedure applies to all members, participants, coaches, officials, volunteers, and spectators.

2. Principles

- Natural justice and fairness
- Timeliness
- Confidentiality
- No victimisation
- Conflict-of-interest management
- Right to support (MPIO)
- Clear escalation pathways

3. Types of Complaints

Covers behaviour, communication issues, administrative concerns, policy breaches, and team-related issues. Serious misconduct is escalated immediately. Refer to dispute resolution policy and or disciplinary procedure policy as required.

4. Complaint Pathway

Stage 1 – Early Resolution (Informal)

Concerns should be raised with the Coach, Manager, or relevant committee member within 7 days where safe and appropriate.

Stage 2 – Formal Complaint Submission

A written formal Complaint Form must be submitted to the Secretary or President. Complaints are acknowledged within 5 days.

Stage 3 – Club Assessment & Response

The committee reviews the complaint within 14 days and determines the pathway (conversation, mediation, disciplinary process, or external escalation).

Stage 4 – Mediation

If appropriate, mediation occurs in line with the Constitution. Mediator ensures natural justice and fairness.

Stage 5 – Investigation

The Committee may initiate a formal investigation involving interviews, evidence review, and consultation with Football NT if required.

Stage 6 – Outcomes

Possible outcomes include warnings, agreements, mediation, role removal, suspension, or expulsion (as per Constitution).

Stage 7 – Appeal

Appeals must be lodged within 14 days, following Rule 9.4 of the Constitution and club policy.

5. Record Keeping

The Secretary maintains confidential records for 7 years.

6. Confidentiality

Information handled on a need-to-know basis only.

7. Support

Support available from MPIO, support person, Football NT, or external agencies.