

Vilification & Discrimination Notes to assist clubs

Adoption of the Policy:

- Ensure your Committee has adopted the Vilification and Discrimination Policy

Communication:

- Ensure that the Policy is communicated to participants, members, club officials, volunteers and spectators.
- Advise that there is a zero tolerance for inappropriate behaviours

Managing complaints.....

Receiving a Complaint:

- A complaint is confidential and of a sensitive nature and should not be discussed openly around the club
- If a complaint is made the club Vilification Officer should listen, seek clarification and ask questions and explain the process
- Do not assume you know how the person feels, show compassion but try to refrain from being judgmental regarding the other person/s and act in a prompt manner

Managing complaints....



CONTACT:



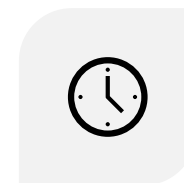
MAKE CONTACT
WITH THE
OPPOSITION CLUB.



REMAIN CALM AND
RESPECTFUL



**EXPLAIN THE
COMPLAINT AND
ASK THE CLUB TO
INVESTIGATE.
PROVIDE DETAILS
IN WRITING IF
REQUESTED
(SUGGESTED
TIMEFRAME 24
HOURS). NOTE
THAT TIME IS OF
THE ESSENCE.**

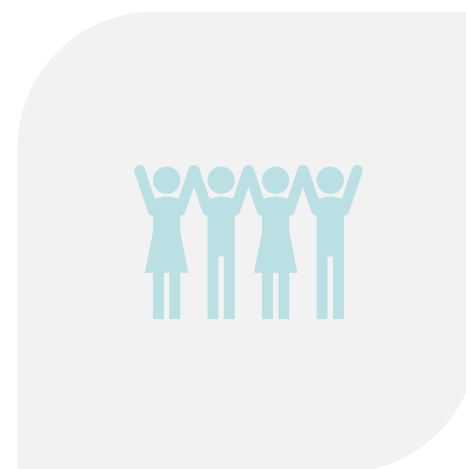


IF IT GOES TO THE
LEAGUE IDEALLY IT
MUST BE BY
WEDNESDAY
MIDDAY ALTHOUGH
THIS MAY NOT
ALWAYS BE
POSSIBLE
(DEPENDS ON
WHEN COMPLAINTS
COME TO LIGHT)

Managing complaints....



IF YOU RECEIVE A CALL OR ARE APPROACHED REGARDING A COMPLAINT, DO NOT BECOME DEFENSIVE – LISTEN AND ADVISE THAT YOU WILL LOOK INTO THE MATTER. AGAIN, TIME IS OF THE ESSENCE. A RESPONSE SHOULD BE WITHIN 24 HOURS



BOTH CLUBS SHOULD BE RESPECTFUL AND UNDERSTANDING AND WORK TOGETHER TO ACHIEVE A POSITIVE OUTCOME.

Managing complaints.....

It is understood that some complaints come in a week or so after an incident. Regardless the process remains the same.



Once you receive a complaint you should act in a prompt manner and respond to the opposing club within a 24 hour period



The timing is crucial for all parties concerned as the matter can be quite disturbing and stressful for some people

Managing complaints.....

If the matter cannot be resolved it must be reported to the EFNL.

The role of the EFNL is to provide advice on whether it should go to conciliation, a formal investigation, tribunal.

Clubs are expected to act in a prompt manner and be co-operative in regards to the process.

Conciliation



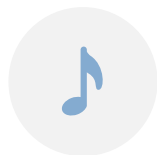
If a matter is referred to Conciliation a formal process will be followed;



Conciliator will review all correspondence regarding the complaint



Make contact with both clubs to determine if conciliation is agreed and arrange a suitable time.



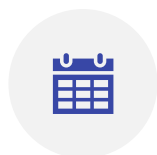
Note:



Clubs are expected to be co-operative and willing to resolve



Parties can bring one club representative to a conciliation observe



Information - date, time and venue



Allow 2 hours

Role of Conciliator cont....

- The process and rules of conciliation will be explained to the parties.
- The Conciliator shall report the outcome to the EFNL Complaints Officer but shall not disclose any terms of the settlement (unless agreed in writing by the parties involved)
- Clubs should address the behaviour in accordance with their code of conduct and club policies to ensure there is not a repeat incident.