Onslow Junior Football Club
Complaints Policy

Constitution alignment: This policy is a bylaw/policy made under clause 14 of the OJFC Constitution. It is binding on Members. If there is any inconsistency, the Constitution and applicable Capital Football / New Zealand Football regulations and rules prevail.

Status: Current

Version: 1.0

Approved by: Executive Committee

Approval date: 02 / 11 / 2026

Next review date: 2027

Policy Owner: Executive Committee

1. Purpose

This policy sets out how complaints at Onslow Junior Football Club (OJFC) are raised, managed, and resolved in a fair, timely, and respectful manner.

2. Scope

This policy applies to players, parents and caregivers, coaches, managers, volunteers, officials, committee members, and all club activities.

3. Principles

OJFC manages complaints in a child-centred, respectful, confidential, and proportionate way, ensuring natural justice and non-retaliation.

4. What is a Complaint?

A complaint is a concern about behaviour, conduct, coaching, communication, administration, or failure to follow club policies or codes of conduct.

5. Informal Resolution

Where appropriate, complaints should first be raised respectfully with the coach, manager, or Grade Coordinator to allow early resolution.

6. Formal Complaints

If unresolved or not appropriate for informal resolution, complaints may be submitted in writing to the Compliance Officer (complaints@onslow.org.nz). All formal complaints received will be addressed in accordance with section 15 ‘Disputes Resolution’ of the OJFC Constitution.

10. Safeguarding and Serious Concerns

Concerns involving child safety or serious misconduct must be escalated immediately and handled under safeguarding procedures.

11. Confidentiality and Records

Complaints will be handled confidentially and records kept securely in line with the Privacy Policy.

12. Review

This policy will be reviewed every two years or earlier if required.