



St Albans Shirley Football Club Complaints Process

The New Zealand Football Code of Conduct should be familiar to everyone who attends a St Albans Shirley Football Club (SASFC) game or event, as it describes the expected behaviour of all players, officials, coaches and spectators across the game and throughout the country. It also forms the basis of the SASFC Code of Conduct, a copy of which is available for download on each of our [Programmes](#) pages.

As stated in our Code of Conduct: *If you see someone behaving in a way that does not respect our Code of Conduct, you should first approach a club official, and they will know what to do.*

Your team coach or manager will be able to advise as to the most appropriate action. In some cases, complaints about poor conduct can be resolved before leaving the venue. More serious complaints will need to be reported via email to the SASFC Committee, at the discretion of the coach or manager, in accordance with the [Mainland Football Complaints Process](#). Complaints may either be

- raised against a player or personnel from another club but pertaining to SASFC, or
- against SASFC regarding an incident or issue within the club or during a club activity.

In all cases, in the first instance, complaints should be directed to the committee of your own club, never to another club or federation, eg Mainland Football

The complaints process is the same regardless of the nature of the complaint:

1. Complaint Lodged

Complaints should be made via email to info@sasfootball.club within 3 working days and must include a clear description of the incident:

- Your name and the name(s) of the person(s) involved, including shirt numbers if possible;
- The club(s) involved, including team names;
- The date, time and location of the incident

Please keep your description as focussed as possible. Make sure any other incidents or issues relating to the complaint are fully relevant and not part of a separate issue.

The Committee reserves the right to investigate any complaint at its discretion. Incidents older than 3 working days will only be investigated in exceptional circumstances. Once a written complaint is received, an email acknowledgement will be returned within 5 working days. This may or may not include a request for further information, or an indication of the current status of the complaints procedure.

2. Discovery & Consideration

The Club President and/or Club Secretary will nominate up to three committee members known to have no perceived or actual conflict of interest to form a sub-committee, to gather all information they may consider relevant to the matter and to generate a written report. This may contain suggested actions for consideration by the SASFC committee, Mainland Football, or other interested parties including nominated personnel at the club in question.

At all times fairness and equanimity will be the overriding principles. By necessity there will be communication with all parties involved in the complaint, with due consideration to all legislation, in particular privacy legislation, and the age of any person(s) involved in the complaint. If the complaint is about SASFC and needs a response or information to be passed to a third party such as Mainland Football, then the sub-committee will collate such information, carry out such tasks as it decides are required and submit any required information to that third party.

3. Decision

Once the committee has decided on an outcome, all parties will be informed by email within 5 working days. A decision normally takes the form of one of the following:

- Escalation: any complaint considered by the sub-committee to be serious enough will be escalated to Mainland Football, in accordance with the MFF Complaints Process, in order to further investigate and hopefully resolve.
- Resolution: in the case of a complaint being satisfied during the course of the club investigation, no further action will be taken beyond informing all parties of the decision. Depending on the outcome, this may or may not include details of sanctions or other disciplinary outcomes imposed as a result of the complaint.

SASFC Committee August 2024