

Mornington Peninsula Junior Football League

# COMPLAINTS PROCEDURE

Version 2.0  
21/09/2022  
By-Law Appendix 3

## INTRODUCTION

The MPJFL is implementing a complaints procedure to ensure efficient and equitable handling of complaints that arise from clubs, and from clubs on behalf of club members. The changes to the complaints process will allow for streamlined, transparent resolution, and will ensure that there is a standard procedure that must be followed by clubs in relation to complaints and incident reporting.

## PARAMETERS

Complaints may only relate to breaches of MPJFL or AFL Victoria Rules occurring:

- a) In the course of an Australian Football Match (Alleged Match Breach)
- b) Outside the course of an Australian Football Match (Alleged Disciplinary Breach)

Please note that complaints deemed to be trivial will not be pursued.

## POWER TO COMPLAIN

Complaints can only be submitted by Club Presidents and Secretaries.

Once signed by **both** Club President and Secretary, the complaint must be submitted via email from the email address listed as the official club contact for that particular season (electronic signatures will not be accepted).

Official complaints must be submitted to the MPJFL by completing the Match Day Complaint form.

If the form is not completed in full, correctly, the complaint will not be actioned.

Any complaint submitted to the league by club members or non-executive committee members will be redirected back to the club to be submitted through the appropriate channels if applicable.

## PROCESS

Step 1 – Incident occurs either during a MPJFL sanctioned match or outside of the sanctioned match at an MPJFL listed venue.

Step 2 – The Club wishing to make a complaint collects all relevant information related to the incident in order to make the most informed decision possible.

Step 3 – The complaining Club evaluates the course of action best suited to the situation. **IF** the club wishes to file a complaint with the MPJFL, the Club President and Secretary will fill out the mandatory complaint form, and submit to [secretary@mpjfl.com.au](mailto:secretary@mpjfl.com.au) no later than 5.00pm on the Monday after the incident occurred.

Step 4 – The complaint form submitted by the Club President or Secretary will be reviewed by the MPJFL, and if deemed necessary, submitted to the AFL Victoria Investigator to complete an investigation. Potential actions are as follows, but not limited to:

- Referred to AFL Victoria Investigator for implementation of formal inquiry
- Referred to clubs for resolution
- Dismissed (no action taken)

Step 6 – If a formal investigation is conducted, the MPJFL Executive will implement the necessary actions pursuant to their interpretation of the investigation's findings.

**WHAT TO CONSIDER BEFORE MAKING A COMPLAINT?**

***Have you filled in the form correctly? Failure to do so makes the complaint null and void.***

*Direct Communication Between Clubs*

A positive alternative to submitting an official complaint and requesting an investigation is to communicate directly with the other club that is involved in the incident. Clubs can work together collaboratively to achieve the best possible outcome for all parties. Enhancing the working relationships between clubs will allow for complaints to be handled professionally on a consistent basis. Please make sure that a consolidated effort to resolve the issue is made prior to submitting a complaint with the MPJFL.

*Collate all relevant information*

To ensure the complaint and investigation process runs smoothly, clubs will need to collate all of the relevant information to include with the complaint submission. This information will be passed onto the AFL Victoria Investigator and will save time and effort on their behalf, in order to reach an outcome earlier.

*Consider the financial impact*

Clubs wishing to make a complaint and request an AFL Victoria Investigation are responsible for the charges and cost that will follow. Clubs will need to consider and evaluate whether or not the potential outcome of the investigation is worth paying for. Please remember that payment for the investigation **MUST** be received by the MPJFL within 48 hours of the application submission.

**TIMEFRAMES**

Investigation requests (complaint form) must be submitted no later than **5.00pm on the Monday following the incident occurring.**

Timeframes for the Investigation to take place are subject to the AFL Victoria Investigator.

Once handed to the AFL Victoria investigator the MPJFL will no longer collect information relating to, or comment, on the incident.

**COMPLAINT APPLICATION**

The Complaint Application must be submitted by completing the following form, which contains areas to provide the contact information for all relevant parties.

The application must be accompanied by witness statements, that must be submitted on official club letterhead. The witness statements must be properly signed and contain the following information at the beginning:

Witness Name:

Witness Club

Witness Role:

Witness Contact Phone Number:

Date:



# MORNINGTON PENINSULA JUNIOR FOOTBALL LEAGUE INC

A0024577V /ABN 25 966 417 132

Postal address: PO Box 430, Hastings Vic 3915, Phone 59794194, Email: [admin@mpjfl.com.au](mailto:admin@mpjfl.com.au)

## MPJFL Match Day Complaint Form

Please note that the MPJFL Match Day Complaint Form must be completed and submitted by the President or Secretary of the complaining club. All submissions from individuals outside of these roles will be disregarded and not processed.

Complaint forms must be submitted via email to [secretary@mpjfl.com.au](mailto:secretary@mpjfl.com.au), accompanied by a detailed description of the incident, no later than 5.00pm on the Monday following the incident occurring.

### Match Details:

Date:	Venue:	Time:
Round:	Age Group:	Teams Competing:

### Incident Details:

Brief description of the incident/complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is the club wishing to lodge a formal complaint and request an investigation? ☐ YES ☐ NO

Formal investigation MANDATORY fee of \$500, payable within 48 hours of submission of complaint. Investigation will not proceed without payment.

### Additional Information

Please provide the below information which will be utilized within the inquiry.

Club President	Name:	Email:	Phone:
Club Secretary	Name:	Email:	Phone:
Team Coach	Name:	Email:	Phone:

Name:	Club:	Involvement:	Email:	Phone:

Club President Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Club Secretary Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Submitted on: \_\_\_\_/\_\_\_\_/\_\_\_\_ Investigation Payment Submitted on: \_\_\_\_/\_\_\_\_/\_\_\_\_ Received: ☐ YES ☐ NO

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