



## **AJAX JUNIOR FOOTBALL CLUB**

## **DOCUMENT**

INVESTIGATION POLICY  
Updated 1<sup>st</sup> Jan 2012

### **INVESTIGATION PROCESS**

The Ajax Junior Football Club (AJFC) requires that all issues are resolved to the satisfaction of the members and Committee in a timely fashion. Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled.

All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution.

#### **Procedure**

Where a player/parent/supporter wishes to raise an issue, the following steps must be followed:

1. Raise the issue with the Team Manager or Coach
  - a. Where possible, the person reporting the issue should make suggestions that may resolve the issue. Once the issue has been reported, the Team Manager/Coach and the claimant, must meet and try and resolve the issue as soon as possible.
2. Where the initial parties cannot resolve the issue, the matter should be referred to the Executive Committee through the Team Manager, President or Secretary as soon as possible.
  - a. The Executive Committee will have ultimate discretion in determining a satisfactory resolution to the complaint – unless it sees fit to seek external parties.
3. In determining the resolution of the issue, the Executive Committee will take into account the following factors:
  - a. The extent of the issue, i.e. if it is likely to have a wider effect in the Club
  - b. The number of players or teams affected
  - c. Whether appropriate temporary measures are possible or desirable
  - d. The expected time before the issue can be addressed
  - e. What resources may be needed to resolve the issue
4. If a reasonable resolution cannot be satisfied, the Executive Committee may give the claimant consent to have the investigation heard by an external party.
5. The Team Manager/Coach may at any time call on Committee Members for assistance. Any football or team related issue reported to the Committee, where the Team Manager and/or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager/Coach.
6. All persons must take reasonable actions to avoid situations that could cause serious injury or harm to health of players, officials or the public. If any hazard is identified the Committee are to be informed as soon as possible.