



**Oakleigh Cannons Football Club  
Chisholm United Football Club**



**Jack Edwards Reserve  
Edward Street  
OAKLEIGH VIC 3166**

## **OUR DISPUTES PROCESS**

If an incident occurs and this is the 1st instance of the incident; it is important you speak to your coach and/or the team manager first; do not bypass and go directly to a committee person or board member; try and keep the incident in-house as 9 of ten times the issue is resolved amicably in the 1st instance. If the issue cannot be resolved, then in the 2nd instance the incident is escalated to the person acting as "Head of Junior Football Operations". An additional committee member or task member is also present to assist the as "Head of Junior Football Operations" and to also act as a witness. Our coaches invest a lot of time and effort to improve the Soccer skills of all players. Parents are asked to fully support their child's coach and where possible assist the coach to ensure training and match days run smoothly.

### **Between the Parent/Player and the Coach**

If a Parent/Player has concerns about the behaviour or attitude of a Coach they should –

- Inform the Team Manager that they would like to speak to the coach or personally ask the coach for a meeting at a time convenient to the coach. At NO time should a Parent confront a Coach during training or while a game is in progress. If the Parent/Player wishes, they may withdraw their child and arrange a meeting with the coach.
- The Parent/Player must not let the situation become heated.
- If the Parent/Player feels that they are not able to resolve their problem after speaking to the Coach or if they don't think they can resolve their problem by speaking to the Coach, then they should contact the Head of Junior Football Operations and make a meeting to discuss, preferably in writing via email.
- The Head of Junior Football Operations will then talk to the Coach and try to resolve the dispute or may consult with a number of Junior Committee members to convene a mediation process.
- The Head of Junior Football Operations will mediate at a meeting between the Coach and the

Parent and attempt to resolve the problem.

- If mediation doesn't work then the Head of Junior Football Operations will adjudicate to the best of his/her ability and in the best interest of the Club. Please Note: If a number of parents have concerns then they should put these in writing and email/send these to the Junior Committee. At NO stage should parents abuse or threaten a coach. Any breach of this could result in parents and/or their child being either suspended or expelled from the club. Coaches must be treated with respect and any disputes should be resolved amicably.

### **Player v Player**

If a Player has concerns about the behaviour and/or attitude of another player (same team or otherwise):

- Players/Parents should not take matters into their own hands. They should refer the matter to the Coach, Team Manager or a Junior Committee Member who will decide the appropriate action to follow.
- The appropriate dispute policy will be determined and applied.
- If the matter warrants the intervention of the Head of Junior Football Operations, the matter will be investigated by this person and he/she will adjudicate to the best of their ability and in the best interest of the Club.

### **Between the Coach/Team Manager and the Player**

If you have concerns about a player's behaviour or attitude –

- Talk to the player and express your concerns. If the player is 14 years of age or younger, you must always speak to the child in the presence of their parent.
- If there is a further incident with the player, and you are still not satisfied with the behaviour of the player, you should again speak to the player and parent and make them aware that future indiscretions will not be tolerated. At this point, you must inform the Head of Junior Football Operations, preferably in writing via email.
- If the behaviour of the player does not change, the player will be spoken to by the Head of Junior Football Operations and, if necessary, may be required to address the Junior Committee to explain his/her behaviour.
- If a situation arises at Training/ Matches that requires some immediate action, the Coach/Team Manager will adjudicate to the best of their ability and in the best interest of the Club. The matter

must be referred to the Head of Junior Football Operations or the Junior Committee for further investigation.

### **Between the Coach and the Parent**

If a coach has concerns with a Parent's behaviour or attitude they should –

- Talk to the Parent about their concerns, and do this where possible, in the presence of their Team Manager. If the Team Manager is not present, then they must report the concern to the Team Manager as soon as possible.
- The Coach must not let the situation become heated. Always talk to the Parent away from the field of play, unless this is not possible.
- If the Coach is unable to resolve the problem amicably, then they should refer the matter to the Head of Junior Football Operations, preferably in writing via email.
- The Head of Junior Football Operations person will then talk to the Parent and try to resolve the dispute or may consult with a number of Junior Committee members to convene a mediation process.
- The Head of Junior Football Operations will mediate at a meeting between the Coach and the Parent and attempt to resolve the problem.
- If mediation doesn't work then the Head of Junior Football Operations will adjudicate to the best of his/her ability and in the best interest of the Club.