



**The Lions FC Grievance Procedure has been framed under the direction of the following documents, which can all be found on the Lions FC website:**

- Play by the Rules Complaint Handling Process (informal process)
- Play by the Rules Complaint Handling Process (formal process)
- Football Australia National Member

### **Protection Policy**

The general principal of the Lions FC Grievance Procedures is to handle each complaint with respect and discretion to find an outcome that gives both parties the best possible opportunity to continue their role within the Football Club, in a safe and inclusive manner.

### **First step:**

The first step in any complaint is to bring the complaint to the attention of the Lions FC Football Operations Manager, Matt Field, whose details are available on the website.

The role of the Member Protection Information Officer (MPIO) is to give the complainant all the information in relation to his/her options and rights.

### **All complaints can be heard / actioned in four ways:**

1. The Informal Complaint Handling Process (The Play by the Rules document can be found on the Lions FC website)
2. The Formal Complaint Handling Process (The Play by the Rules document can be found on the Lions FC website)
3. The Football Australia Member Protection Policy for allegations relating to Member Protection
4. The relevant authorities if it is considered a crime has been committed.