



MANLY WARRINGAH TOUCH ASSOCIATION COMPLAINTS & DISCIPLINARY POLICY

Purpose

The purpose of this policy is to provide a clear, fair, and consistent framework for managing complaints within Manly Warringah Touch Association (MwTA). The policy ensures that all members, participants, volunteers, coaches, officials, and parents have access to a transparent process for raising concerns and that the organisation responds in a timely, respectful, and appropriate manner.

This policy ensures alignment with

- NSW Touch Football (NSWTF) Member Protection Framework
- Touch Football Australia (TFA) National Complaints, Disputes & Discipline Policy
- National Integrity Framework (where applicable)
- Child Safety Standards

The aim is to ensure a safe, fair, and inclusive environment for all participants.

Scope

This policy applies to all members, players, coaches, referees, volunteers, parents, spectators, and officials participating in activities sanctioned by MwTA, NSWTF, or TFA. This policy covers complaints relating to behaviour, conduct, safety, discrimination, harassment, integrity, and organisational processes.

Policy Statement

MwTA is committed to fostering a safe, inclusive, and respectful sporting environment. The organisation recognises that concerns and complaints may arise and is committed to resolving them promptly, fairly, and in accordance with principles of natural justice.

Complaints will be managed in a manner that:

- Prioritises safety and wellbeing
- Ensures fairness and impartiality
- Protects confidentiality
- Encourages early resolution
- Supports continuous improvement



Definitions

Complaint	An expression of dissatisfaction or concern about behaviour, decisions, actions, or processes within the organisation.
Complainant	The person making the complaint.
Respondent	The person or group the complaint is about.
MPIO (Member Protection Information Officer)	A trained person who provides information and support regarding complaints and member protection matters.
Investigation	A formal process to gather information, assess evidence, and determine findings.

Guiding Principles

Accessibility

- Complaints can be made easily and without fear of reprisal.

Fairness & Natural Justice

- All parties have the right to be heard, to respond, and to have decisions made impartially.

Confidentiality

- Information is shared only with those directly involved in managing the complaint.

Timeliness

- Complaints are acknowledged within 48 hours and managed promptly.

Safety First

- Immediate action is taken where safety, welfare, or child protection concerns exist.

Proportionality

- The response is appropriate to the seriousness of the issue.

Transparency

- Processes and outcomes are communicated clearly to relevant parties.



Types of Complaints

Low-Level (Operational)

- Scheduling issues
- Minor disputes
- Miscommunication
- Low-level behavioural concerns

Medium-Level

- Repeated behavioural issues
- Breaches of codes of conduct
- Conflicts involving coaches, officials, or volunteers

High-Level / Critical

- Child safety concerns
- Bullying, harassment, discrimination
- Abuse, violence, threats
- Integrity breaches (e.g., doping, match-fixing)
- Criminal behaviour

High-level complaints must be escalated immediately to the MPIO, Governing body (NSW Touch Football or Touch Football Australia) or external authorities.



Complaints Process

Step 1 — Receive

Complaints may be submitted :

- Verbally
- In writing
- Via the [online complaint form](#)

All complaints must be recorded in the Complaints Register.

Step 2 — Assess

The Complaints Officer/MPIO will:

- Determine the severity and type of complaint
- Identify immediate risks
- Decide whether the matter requires:
 - Informal resolution
 - Formal investigation
 - External referral

Step 3 — Respond

A. Informal Resolution

Used for low-level issues and may include:

- Mediation
- Facilitated discussion
- Behaviour coaching
- Clarification of expectations

B. Formal Investigation

Used for medium- or high-level issues.

The process includes:

- Appointing an impartial investigator
- Gathering statements and evidence
- Ensuring procedural fairness
- Maintaining confidentiality



C. External Referral

Referral could be to NSWTA TFA or Police

Mandatory for:

- Child safety concerns
- Criminal behaviour
- Integrity breaches
- Serious misconduct

Step 4 – Decide & Communicate

The appropriate authority (Committee, MPIO, Integrity Officer) will:

Decision

- Written outcome provided
- Outline actions, sanctions, or recommendations
- Provide information on appeal rights

Step 5 – Close & Review

- Update the Complaints Register
- Monitor compliance with actions
- Identify systemic issues
- Recommend policy or training improvements

Roles & Responsibilities

Complaints Officer / MPIO	First point of contact Triage and assess complaints Provide support and information Maintain documentation
General Manager/Executive Committee	Oversight of formal investigations Ensuring policy compliance Decision-making authority
Coaches & Team Managers	Early intervention Reporting concerns Behaviour management
Integrity / Safeguarding Officer	Liaise with external agencies Manage serious or sensitive matters
External Authorities	Police NSWTF or TFA integrity office Child protection agencies



Escalation Pathway

- Coach / Team Manager → Low-level issues
- Complaints Officer / MPIO → Medium-level issues
- General Manager / Committee → Formal investigations
- External Agencies → High-risk or criminal matters

Record Keeping

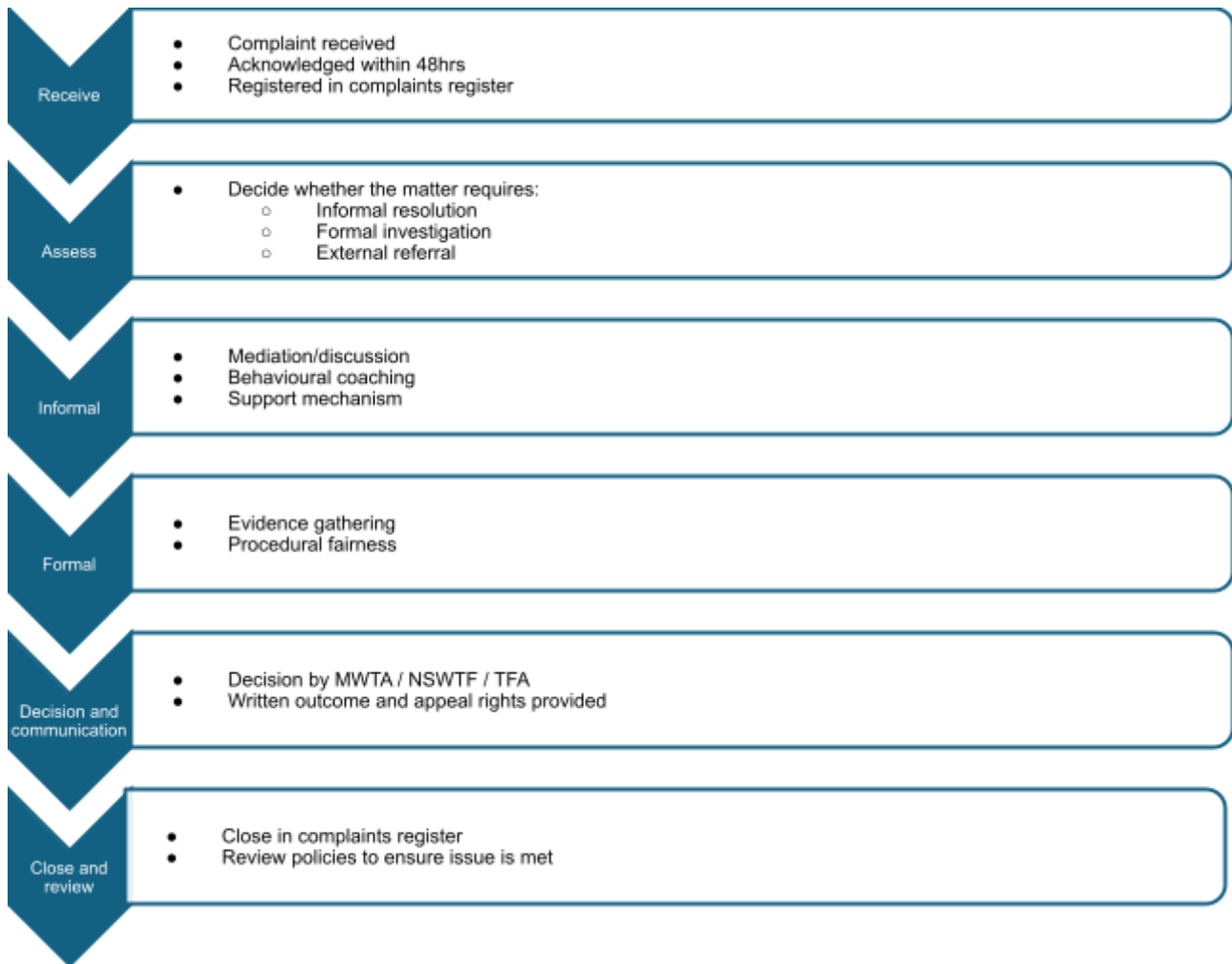
All complaints, actions, and outcomes must be documented in the secure Complaints Register. Records must be retained in accordance with organisational and legislative requirements.

Confidentiality

All parties involved in a complaint must maintain confidentiality. Breaches of confidentiality may result in disciplinary action.



Complaints Flow Chart



[MWTA Complaint & Feedback Form](#)