



## COMPLAINTS HANDLING PROCESS

Pennant Hills FC undertakes complaint and disciplinary processes in accord with the Grievance & Disciplinary Guidelines as adopted by the Gladesville Hornsby Football Association. Refer to the Menu under Code of Conduct.

All contacts in relation to the disciplinary and complaints process are treated with the utmost confidentiality and respect for privacy.

These instructions refer to and pertain to any player, coach, official, spectator or other person related to the Pennant Hills Football Club or an activity conducted by the Pennant Hills Football Club.

If any person wishes to raise a disciplinary matter, make a complaint or report suspicious or untoward behaviour then they should:

Contact the Clubs Member Protection Information Officer (MPIO)

Grahame Bateman

[grahamebateman@hotmail.com](mailto:grahamebateman@hotmail.com), mobile:0419602433

or alternate contact

Bob Browne

[bob.browne@iinet.net.au](mailto:bob.browne@iinet.net.au), mobile: 0418290311

The matter will be dealt with confidentiality and where appropriate the Club will form an Investigative or Disciplinary sub committee (formed from the senior executive). Any disciplinary outcomes will be in accord with the GHFA Grievance & Disciplinary procedures and regulations.

**NOTE: All 'Red Card' offences must be reported within 24 hours to the MPIO listed above – including a brief description.**