



# Dealing With Complaints

This form should be used to record a suspicion, allegation or disclosure of child abuse or a complaint of inappropriate behaviour.

## Dealing with complaints at Matamata AFC

### 1. Statement

- Everyone in our organisation should be confident that complaints will be dealt with honestly, fairly and in the strictest of confidence.
- Everyone in our organisation should be confident in reporting inappropriate behaviour around kids.
- Everyone in our organisation should report any concerns about the safety or welfare of a child or young person immediately.

### 2. All complaints should be reported. This includes:

- Disclosure of abuse.
- Inappropriate behaviour around kids.
- Suspicion of abuse or harm to a kid.

### 3. All complaints must be reported to the Junior Co-ordinator or club President

A child or young person, or any staff member/volunteer/student can make a complaint or raise a concern, directly to either the Junior Co-ordinator or President.

### 4. The Junior Co-ordinator and/or President will take the following action:

- Listen to the person making the complaint and make a record of the complaint using the 'Complaint Record Form'.
- In the case of an allegation of child abuse the NZ Police will be notified immediately.
- If the complaint involves inappropriate behaviour and a breach of the NZ Football Code of Conduct, the manager/leader will need to take action in accordance with the 'Rules of Matamata Association Football Club Incorporated'.

### 5. Reporting Obligations

If a member of the community is concerned about the safety and well-being of a child or young person, they can contact Child, Youth and Family or the New Zealand Police. Child, Youth and Family will gather additional information to determine if there is a need for further action.

- A report of the abuse or neglect of a child or young person is made to Child, Youth and Family or the New Zealand Police. Reports of child abuse can be made through the Child, Youth and Family national call centre or your local Police station. Any member of the public is able to report child abuse.



## **Matamata Swifts Association Football Club**

- A Child, Youth and Family social worker will require specific information from the person reporting child abuse. It is important that the child's contact details are known and anything else about the child that could be helpful such as the school/pre-school they attend. The social worker may ask questions like "what is your concern?", "how many times have you witnessed action(s) that caused you concern?" and "what, if any, injuries were sustained/visible?" This assists the social worker in determining the next steps to take.
- The social worker will discuss the information they have gathered with a Child, Youth and Family supervisor and will determine if there is further action required. If further action is required, the social worker will determine how urgent the response should be. If no further action is required the case will be closed and the person making the notification will be advised.