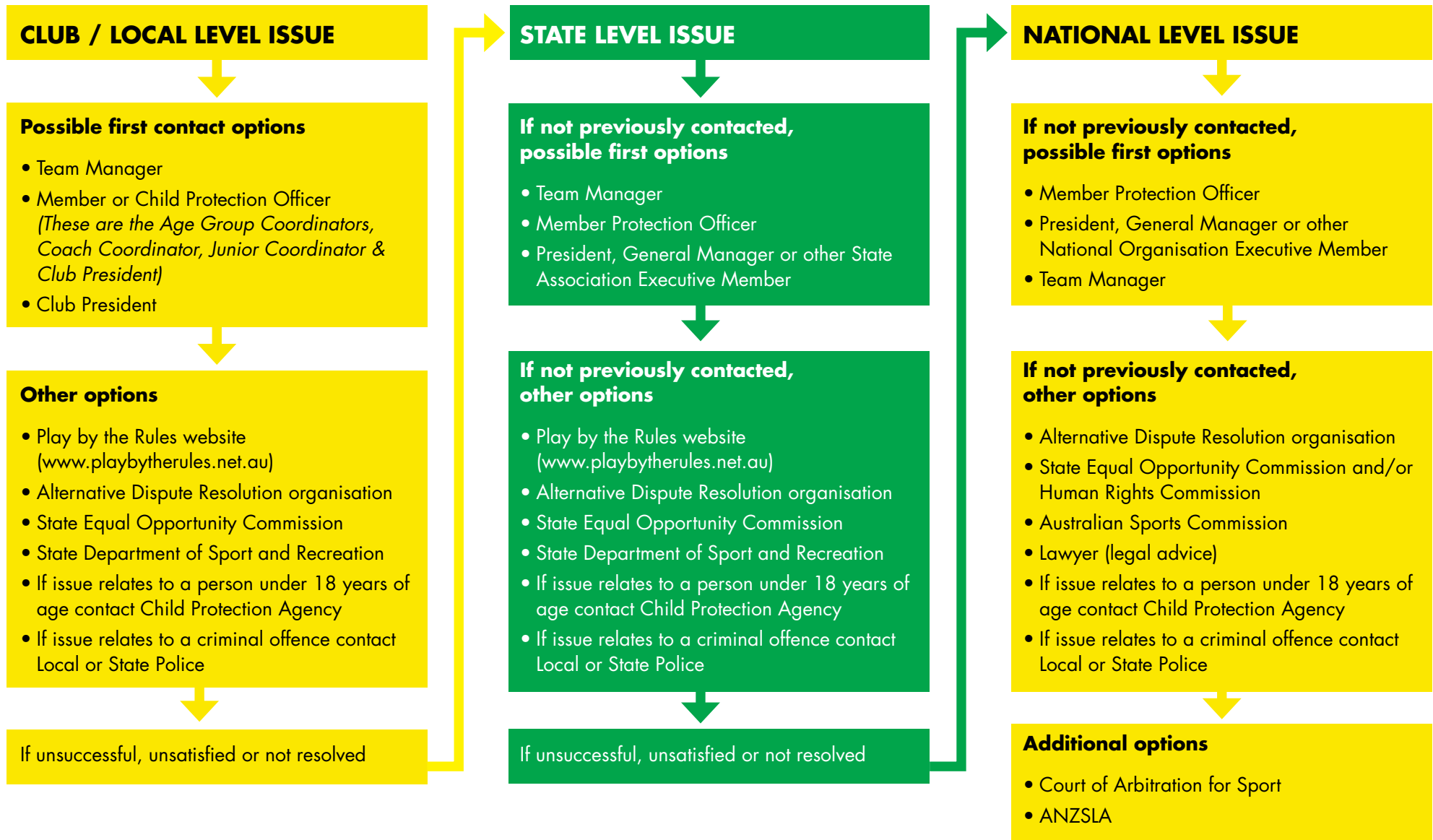




# Castlemaine Goldfields Football Club Complaints Flowchart

If you need information, advice, to make a complaint or to raise a concern in relation to inappropriate behaviour, this chart may assist in working out who to contact.

Start at the level (club, state or national) that the incident occurred.





# Castlemaine Goldfields Football Club

## Complaints Procedure

If you need information, advice, to make a complaint or to raise a concern in relation to inappropriate behaviour, this chart may assist in working out who to contact.  
Start at the level (club, state or national) that the incident occurred.

### RESPONDING TO COMPLAINTS

Please refer to the CGFC Member Protection Policy & Child Protection Policy at [castlemainegoldfieldsfc.net.au](http://castlemainegoldfieldsfc.net.au) for full details.

Our club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously;
- the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

When a complaint is received by our club, the person receiving the complaint will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask what the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process.

This may involve:

- supporting the person complaining to talk to the person being complained about;
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to our regional, state or national association; and/or
- referring the complainant to an external agency such as a community mediation centre or police or anti-discrimination agency.

Dedicated Child Safety Officers at CGFC are:

- Age Group Coordinators.
- Junior Coordinator.
- Coaching Coordinator.
- Club President.

You or your child may speak to any of these people in confidentiality, safety and with confidence that the appropriate steps will be taken to ensure child safety.

As part of our process the club President will be notified of all reports.

### 2017 CONTACTS

#### MEMBER AND CHILD PROTECTION OFFICERS

**Coaching Coordinator** (junior & senior)  
**U14 / U16 / U18 Coordinator**  
Ashley McCoy  
[coaching@castlemainegoldfieldsfc.net.au](mailto:coaching@castlemainegoldfieldsfc.net.au)  
0439 700 331

**Junior Coordinator / Managers**  
Kathryn Hall  
[juniordoordinator@castlemainegoldfieldsfc.net.au](mailto:juniordoordinator@castlemainegoldfieldsfc.net.au)  
0410 719 451

**Small-sided Coordinator**  
Tony Cormack  
[small-sided@castlemainegoldfieldsfc.net.au](mailto:small-sided@castlemainegoldfieldsfc.net.au)

**U10 Age Group Coordinator**  
Glen Springate  
[glen.springate@gmail.com](mailto:glen.springate@gmail.com)  
0404 848 656

**U12 Age Group Coordinator**  
John Harvey  
[jharvey@aapt.net.au](mailto:jharvey@aapt.net.au)  
0401 370 485

**President**  
Aaron Shooter  
[president@castlemainegoldfieldsfc.net.au](mailto:president@castlemainegoldfieldsfc.net.au)

#### OTHER CONTACTS

**Referee Coordinator**  
Lisa Thomas  
[treasurer@castlemainegoldfieldsfc.net.au](mailto:treasurer@castlemainegoldfieldsfc.net.au)  
0439 419 333

**Secretary & Communications**  
Tony Cormack  
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**Business Manager**  
Glen Springate  
[glen.springate@gmail.com](mailto:glen.springate@gmail.com)

**Registrations**  
Jake Bovill  
[registrations@castlemainegoldfieldsfc.net.au](mailto:registrations@castlemainegoldfieldsfc.net.au)

**Committee Members**  
Aaron Shooter - President  
Ashley McCoy - Vice President  
Tony Cormack - Secretary  
Lisa Thomas - Treasurer  
Ray West  
Edwina Reid  
Mark Gardner  
Glen Springate  
John Harvey  
Bill Burris  
Jake Bovill