

Aspley Hornets AFC Complaint Process for Parents, Coaches and Players.

If you have a complaint to register with the club in reference to an incident, breach of the code of conduct or grounds issue please follow the below procedure.

1. Please send your complaint to complaints@aspleyhornets.com.au
2. Someone will respond to you within 24 hours during Monday – Friday or 48 hours on a weekend.
3. The complaint will be assessed by the code of conduct triage system and passed onto the Football Operations Team, Football General Manager or the disciplinary panel and Club General manager.
4. Following assessment of the complaint one of the following actions will be taken;
 - a. The parties will be called or meet face to face to discuss the complaint. If a warning is issued or actions are taken both parties will receive a confirmation in writing of the actions taken and the result.
 - b. The parties will be asked to attend a face-to-face meeting, where the incident will be discussed, if a mutual response is reached and or a warning is issued or steps taken to ensure a similar incident doesn't occur again, the end result of the meeting will be shared with both parties in writing (with as much content as possible depending on the incident).
 - c. The incident will be investigated by the football disciplinary committee consisting of: a Aspley Hornets board member, the Club GM and an independent representative. One or all parties will be stood down during the investigation process and have the opportunity to share their account of the incident with the committee. Other parties may be invited to give accounts of the incident through this process. The committee will make a recommendation to the board once completed and the club will notify the parties of the outcome of the investigation and the actions to be taken as a result of the investigation finding.
5. Once the complaint has been investigated and completed all parties will be notified the complaint has been closed and there will be no further correspondence on this complaint.
6. A new complaint received about a past incident will not open the complaint investigation again. However, may be investigated as a separate incident and complaint.
7. If you are unhappy with the process and or result. You can lodge a complaint with a AFLQ directly.

All decisions made are final and the board, committee and or football employees will not engage in ongoing correspondence about the complaint.
Please see the Code of Conduct for more information.