



MEMBER PROTECTION

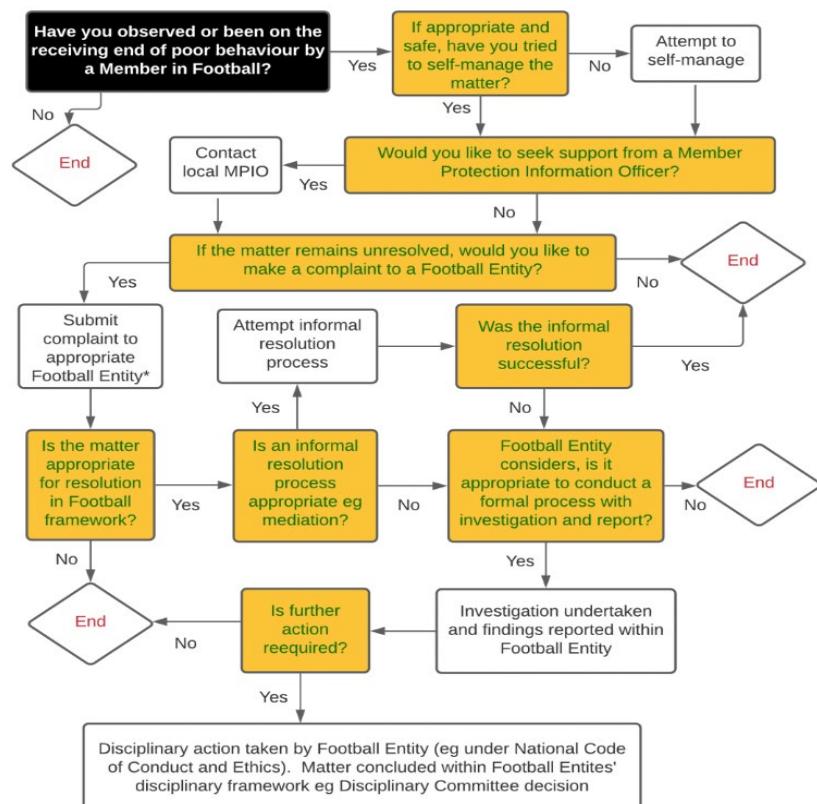
FACT SHEET

COMPLAINTS PROCEDURE

Brothers FC aims to provide a safe and enjoyable environment for all participating in football. Everyone involved in our sport should be treated with respect and dignity and be free to participate without being discriminated against, harassed, bullied or abused.

However, we recognise that disputes can arise in football and those involved will not always behave in accordance with the standards expected of them. That is why Football Australia has developed this National Complaints Procedure, as a part of its Member Protection Framework.

Complaints Procedure Flowchart



Key Contacts and Documents

Club Complaints Officer

Email: team@brotherstownsvillefc.com

Member Protection Information Officer (MPIO)

Brothers Townsville FC

Email: team@brotherstownsvillefc.com

Football Australia

Email: MPIO@footballaustralia.com.au

Policy and Procedures

State Governing Body

[Football Queensland Whistleblower Policy](#)

National Governing Body

[Football Australia National Complaints Procedure](#)



Other Resources

["Play by the Rules"](#) provides helpful resources for raising and dealing with complaints in sport. It includes free online training courses which are helpful for club administrators, committee members, MPIOs and officials available [here](#).

[Sport Integrity Australia \(SIA\)](#), with materials on safeguarding and member protection.

Complaints Procedure: FAQ

Please note, the information on this page is of general nature only and should not be relied on as advice for your specific situation and is not a substitute for seeking independent legal advice.

- ❖ [What matter are covered by the complaints procedure?](#)
- ❖ [What informal steps could I take to try and resolve the issue before making a complaint?](#)
- ❖ [What is an MPIO?](#)
- ❖ [Which body do I direct my complaint to?](#)
- ❖ [What information is required to make a complaint?](#)
- ❖ [Can I remain anonymous?](#)
- ❖ [How do I make a formal complaint?](#)
- ❖ [How will my complaint be handled?](#)
- ❖ [Can I appeal or escalate my matter?](#)