



Personal Grievance Resolution Guidelines

Effective Date: 8 May 2026

1. Purpose

Football West recognises that interpersonal disagreements and personal disputes can arise in the course of participation in football. These Guidelines provide a clear and proportionate pathway to help manage and resolve personal grievances in a timely, respectful and informal manner.

These Guidelines are intended to support early resolution of low-level disputes and prevent unnecessary escalation into disciplinary or integrity processes. They do not replace, override or limit the application of Football West disciplinary rules or Football Australia integrity frameworks.

2. What is a Personal Grievance

For the purposes of these Guidelines, a personal grievance means an interpersonal conflict, disagreement or dispute between individuals and/or organisations arising from their involvement in football, which does not meet the threshold for abuse, bullying, harassment, discrimination, sexual misconduct or other conduct addressed under the Football Australia Statutes and Regulations, the Football West Constitution, Competition Rules and By-Laws, or any applicable Football Australia integrity, safeguarding or member protection frameworks.

3. Jurisdiction

3.1 Who the Guidelines Apply To

These Guidelines apply to all persons and organisations involved in football activities under the jurisdiction of Football West, including players, coaches, referees, officials, volunteers, employees, clubs, zones and affiliated associations.

3.2 When these Guidelines Apply

These Guidelines apply only where the conduct complained of arises from football participation or football-related activities and does not constitute a breach of:

- the Football Australia Statutes and Regulations;
- the Football West Constitution;
- Competition Rules or By-Laws; or
- any applicable Football Australia integrity, safeguarding or member protection frameworks.

Where conduct meets, or may reasonably meet, the threshold of a disciplinary matter, integrity issue or safeguarding concern, these Guidelines do not apply and the matter must be managed under the relevant regulatory or integrity framework.

3.3 When these Guidelines Do Not Apply

These Guidelines do not apply to:

- employment or industrial disputes;
- interactions that are unrelated to football or do not occur in a football context; or
- family law, parental authority or custody-related matters, even where they arise in connection with football participation.

4. Principles for resolving Personal Grievances

Personal grievances should be handled in a manner that is:

- early and informal where appropriate;
- respectful of all parties;
- proportionate to the issue; and
- focused on resolution rather than blame.

Resolution under these Guidelines is facilitative only. No findings of fault or disciplinary sanctions will be imposed.

5. Steps for resolving Personal Grievances

5.1 Direct Resolution

Where safe, reasonable and appropriate to do so, parties are encouraged to attempt to resolve the matter directly through respectful discussion.

5.2 Club or Organisational Resolution

If the matter cannot be resolved directly, or a party is uncomfortable approaching the other party, the issue may be referred to the management of the club or organisation at the level at which the grievance arose.

5.3 Escalation

Where:

- the organisation involved is a party to the grievance; or
- the grievance cannot reasonably be managed at that level,

the matter may be referred to the next appropriate level (for example, Association or Football West).

5.4 Facilitated Resolution

Football West or the relevant organisation may appoint an independent third party to facilitate discussion between the parties with a view to resolving the grievance.

5.5 Closure

Once the facilitation process concludes, the matter is considered closed under these Guidelines. Any further issues must be managed outside this framework unless new conduct occurs that may constitute a breach of a policy or regulation.

6. Facilitated Resolution Process

- a) An independent facilitator may be appointed to assist parties to discuss and attempt to resolve the grievance.
- b) The facilitator must have no conflict of interest and be suitable to assist discussion constructively.
- c) The facilitator may suggest options for resolution but cannot impose an outcome.
- d) The process will conclude:
 - when agreement is reached; or
 - after 14 days, or such longer period as agreed by the parties, if no agreement is reached.
- e) All parties are expected to participate honestly, respectfully and in good faith.

7. Role of Member Protection Information Officers (MPIO)

Member Protection Information Officers may provide:

- information about available options;
- guidance on whether a matter is appropriate for resolution under these Guidelines; and
- support during the process if requested.

For clarity, Member Protection Information Officers:

- do not investigate grievances;
- do not facilitate resolution discussions; and
- do not determine outcomes.

They are not considered independent facilitators for the purposes of these Guidelines.

8. Relationship with Disciplinary and Integrity Frameworks

These Guidelines operate separately from, and alongside:

- the Football West Disciplinary & Grievance Regulations;
- the Football West Constitution, Competition Rules and By-Laws; and
- the Football Australia Integrity Framework;

Where conduct escalates or may reasonably constitute a breach of any of those instruments, the matter must be managed under the relevant framework and not under these Guidelines.

9. No Sanctions under these Guidelines

No disciplinary penalties, sanctions or enforceable outcomes may be imposed under these Guidelines. Nothing in these Guidelines limits Football West's ability to take action under its rules or policies where appropriate.