

COMPLAINTS PROCESS



1.0 OVERVIEW OF POLICY/PROCESS

Melbourne Victory Limited (**Melbourne Victory, Victory or Club**) is committed to providing a safe and respectful environment for employees and the community.

Melbourne Victory is committed to its Vision, Purpose, and Values together with its Code of Conduct, which guides our employees, players volunteers and contractors to perform their job in line with ethical standards and legal requirements.

The process set out in this document encourages employees and contractors of Melbourne Victory to report any instances or suspicions of unlawful, unethical, or inappropriate conduct and details how to report, what you can expect and the investigation processes.

A reference to Melbourne Victory, Victory or the Club in this Policy is to include a reference to Melbourne Victory FC Limited.

2.0 SCOPE

The purpose of this Policy is to encourage the reporting of actual or suspected behaviour in breach of Melbourne Victory's code of conduct (including its bullying, sexual harassment and/or discrimination policies), in respect of *personal work-related grievances*. This is separate to any whistle-blower conduct which should be handled in accordance with Melbourne Victory's Whistle-blower Policy (which relates to matters that do not constitute *personal work-related grievances*).

Some examples of conduct which will be dealt with in accordance with this Policy include:

- interpersonal conflict between two employees;
- decisions relating to a transfer or promotion of an employee;
- decisions relating to the terms and conditions of employment;
- decisions relating to the disciplining of an employee;
- decisions relating to the termination of employment; and
- complaints regarding conduct in breach of our code or policies.

All complaints received will be addressed in accordance with the procedures set out in this Complaints Handling Policy. All complaints are treated seriously by the Melbourne Victory. Once a complaint is received, Melbourne Victory will deal with the matter in accordance with the following procedures.

3.0 REPORTING COMPLAINTS

If you feel that you have a personal work-related grievance to raise, you should not ignore it. The following steps should be taken:

- If you feel comfortable doing so, you may wish to raise the issue with the person concerned and request that he or she stops engaging in the conduct or behaviour that is unwanted and/or unwarranted towards you.
- If you do not feel comfortable confronting the person directly, or if you confront the person and the behaviour continues, then you should go to one of Melbourne Victory's Contact Officers and discuss your complaint.

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Melbourne Victory's current Contact Officers are our:

- *CEO*
- *People & Culture Manager* and
- *Company Secretary*

It is a good idea to make a written note about the behaviour including details of the date and time of any incident, what happened and any witnesses.

While the steps in this Policy are being followed, you are expected to continue to work as normal unless there is a reasonable and genuine concern regarding an imminent risk to your health or safety.

4.0 HANDLING COMPLAINTS

You can be confident that your concern will be treated seriously. Melbourne Victory's response to a concern will vary depending on the nature of the concern and the amount of information provided. Concerns may be addressed and resolved informally or through formal investigation.

When you meet with your selected Contact Officer to discuss your complaint, they or will explain the relevant steps that will be taken to address your complaint.

The Contact Officer may prepare a summary of your complaint (or request that you do the same). You should review any summary prepared by the Contact Officer to ensure that you are satisfied that the information which it contains is correct.

The Contact Officer will keep your complaint confidential as far as possible. However, you should be aware that in certain cases, where the behaviour complained of is of a particularly serious nature, the Contact Officer may have a duty to report the matter to a senior manager at Melbourne Victory, or to an external body, such as the police.

5.0 INVESTIGATION OF COMPLAINTS

Formal investigations may be conducted by the People & Culture Manager, or by an external provider who is appointed by Melbourne Victory (e.g., a completely independent investigator).

Melbourne Victory will treat seriously any complaint made by an employee, prospective employee, or other workplace participant in relation to bullying, sexual harassment and discrimination. Melbourne Victory will seek to ensure that all complaints are investigated confidentially, promptly and impartially, and dealt with as quickly as practicable.

An investigation involves collecting evidence and information about the complaint. Witnesses may also need to be interviewed. Based on the information collected, a finding will then be made as to whether or not the claim is substantiated.

Confidentiality:

Melbourne Victory will at all times take reasonable measures to maintain confidentiality, however in some instances this may not always be possible. In these instances, protocols will be developed to prevent detriment or reprisal.

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Examples of where confidentiality may not be possible include, but are not limited to:

- where it is appropriate to disclose to enable an investigation;
- where you have discussed the concern with others before raising or escalating your concern; where there is a legal requirement to disclose; and
- where information being utilised for investigation is unknowingly sufficient to identify you.

Employees and contractors who are involved in the complaint (including complainant, witnesses etc) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality. Gossiping and/or spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to disciplinary action for those concerned.

What happens if you are involved in another complaint issue:

If you are involved in a reported matter and found to have acted inappropriately, you will be appropriately censured. However, when determining what disciplinary action is appropriate, recognition will be given to your role in raising the issue.

How you will be treated:

It is Melbourne Victory policy that you will not be victimised for raising a concern.

If you think there has been any reprisal or victimisation, you have the right to request an investigation.

If a complaint or concern has been raised in respect of your conduct, you will generally be given an opportunity to respond to the relevant allegations made. Those implicated in a disclosure will be treated fairly and the matter investigated carefully to ensure that unsubstantiated or wrongly attributed disclosures do not harm innocent parties.

Where appropriate and without breaching confidentiality, they will also be made aware of the allegations relating to or mentioning them, provided with an opportunity to respond, and kept informed of the progress of the investigation.

6.0 POSSIBLE OUTCOME OF COMPLAINTS

The possible outcomes of any complaint you raise, will depend on the nature of the complaint.

Where an investigation (either internally or externally) has found that a complaint is substantiated, appropriate action will be taken against the person about whom the complaint was made. This may include disciplinary action, up to and including termination of employment in serious cases or reference to the appropriate authorities.

Melbourne Victory seeks to ensure that any behaviour in breach of its workplace policies does not continue.

If an investigation (either internally or externally) reveals that any person has deliberately made a false and malicious complaint of bullying, that person may also be disciplined. Furthermore, disciplinary action may be taken if it is found that a person has victimised or penalised a person because that person has made, or intends to make, a complaint of bullying, sexual harassment, discrimination, or any other breach of Melbourne Victory workplace policies.