



Referees Communication Guidelines

Policy No: FSCREF-003

Revision No: 2

Date: March 2020

“The purpose of these guidelines is to provide clear contact points for members and to professionally manage communications reducing and simplifying the impact on our volunteers.”

1. General Enquires

For all general enquires please contact the FSC Office during office hours:

Ph: **(02) 4285 6929** select **Referees Option**

Or

Email: referees@footballsouthcoast.com

2. Grievance

For all grievances please complete the online form accessible via the FSC website:

[Referees Grievance Lodgement Form](#)

3. Appointments

Any matters relating to appointments should be emailed to:

Email: referees@footballsouthcoast.com

4. Urgent Matters

For all urgent matters please contact either:

FSC office during office hours

Ph: **(02) 4285 6929**

Or

Referees Appointments mobile:

Ph: **0447 073 836**

Please note, the Referees Appointments mobile will only be able to be called:

- Weekends between the hours of 7am and 9pm
- 3 days prior to a weekend fixture or the scheduled game during the week.

5. Member Protection

To discuss or report a harassment issue, please contact:

Managing Director and CEO Football South Coast

Ph: **(02) 4285 6929** (during office hours)

Email: ceo@footballsouthcoast.com

Or Tracey Freeman, Freeman HR Pty Ltd

Ph: **0408 316 630**

Email: tracey@freemanhr.com.au

Reason for the change

- Professionally manage inquiries, grievances and urgent matters
- Track grievances to ensure the proper corrective actions are being taken and grievances are being appropriately managed
- Better utilisation of FSC Office staff and our volunteers on the Referees Coordination Council

Please do not use personal phone numbers for enquiries and grievances. Please follow the Guidelines as outlined above.