



RESPONDING TO COMPLAINTS PROCEDURE

Our club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the following principles of procedural fairness (natural justice):

- All complaints will be taken seriously.
- Both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story).
- Irrelevant matters will not be taken into account.
- Decisions will be unbiased and fair.
- Any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to affiliated association

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority and our national body.

Complaint-handling process

When a complaint is received by our club, the person receiving the complaint (e.g., president, Social Welfare Officer, member protection information officer, Volunteer Co-ordinator) will:

- listen carefully and ask questions to understand the nature and extent of the problem
- ask what the complainant would like to happen
- explain the different options available to help resolve the problem
- take notes
- maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the complainant to talk to the respondent
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation)
- gathering more information (e.g., from other people who may have seen the behaviour)
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g., state department of sport or anti-discrimination agency)
- referring the complaint to our affiliated association, and/or
- referring the complainant to an external agency such as a community mediation centre, the police or the anti-discrimination agency.



Disciplinary measures

Our club will take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- be applied consistent with any contractual and employment rules and requirements
- be fair and reasonable
- be based on the evidence and information presented and the seriousness of the breach
- be determined by our constitution, by-laws and the rules of the game.

Possible measures that may be taken include:

- verbal and/or written apology
- counselling to address behaviour
- withdrawal of any awards, placings, records or achievements bestowed in any tournaments, activities or events held or sanctioned by our club
- suspension or termination of membership, participation or engagement in a role or activity
- deregistration of accreditation for a period of time or permanently
- a fine, or
- any other form of discipline that our club considers reasonable and appropriate.

10.4 Appeals

The complainant or respondent can lodge one appeal against decisions of, or disciplinary measures imposed by, our club to our affiliated association. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure/s being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision-maker/club.



Attachment 4:

REPORTING FORMS

Name of person receiving complaint		Date: / /
Complainant's name		<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Complainant's contact details		
Telephone:	Email:	
Complainant's role/status in club:		
<input type="checkbox"/> Administrator (volunteer)	<input type="checkbox"/> Parent	<input type="checkbox"/> Athlete/player
<input type="checkbox"/> Spectator	<input type="checkbox"/> Coach/Assistant coach	<input type="checkbox"/> Support personnel
<input type="checkbox"/> Employee (paid)	<input type="checkbox"/> Official	<input type="checkbox"/> Other
Name of person complained about		<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Person complained about role/status in club		
Administrator (volunteer)	Parent	Athlete/player
Spectator	Coach/Assistant coach	Support personnel
Employee (paid)	Official	Other
Location/event of alleged issue		
Description of alleged issue		



Attachment 4: REPORTING FORMS

Nature of complaint (category/basis/grounds)

Can tick more than one box

- | | | |
|--|---|--|
| <input type="checkbox"/> Harassment | <input type="checkbox"/> Discrimination | <input type="checkbox"/> Sexual/sexist |
| <input type="checkbox"/> Selection dispute | <input type="checkbox"/> Coaching methods | <input type="checkbox"/> Sexuality |
| <input type="checkbox"/> Personality clash | <input type="checkbox"/> Verbal abuse | <input type="checkbox"/> Race |
| <input type="checkbox"/> Bullying | <input type="checkbox"/> Physical abuse | <input type="checkbox"/> Religion |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Victimisation | <input type="checkbox"/> Pregnancy |
| <input type="checkbox"/> Child abuse | <input type="checkbox"/> Unfair decision | <input type="checkbox"/> Other..... |

What they want to happen to fix issue

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Information provided to them

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Resolution and/or action taken

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Follow-up action

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