



SPRINGWOOD & DISTRICT CITIZENS BOYS AND GIRLS CLUB COMPLAINT MANAGEMENT POLICY

DOCUMENT NAME: Springwood Boys and Girls Club Complaint Management Policy
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CONTROLLING BODY: Springwood Boys and Girls Club - Management Committee

1. INTRODUCTION AND OBJECTIVES

Springwood Boys and Girls Club aims to create a safe, friendly and inclusive sporting environment that is conducive to meet the goals of the organisation.

To ensure that appropriate standards of conduct are maintained and members have a formal avenue through which they can express their concerns, Springwood Boys and Girls Club has developed this procedure to deal with complaints, both formal and informal.

This procedure is designed to meet the following objectives:

- Ensure that all events conducted by Springwood Boys and Girls Club or on behalf of Springwood Boys and Girls Club occur in an environment that is safe, friendly and inclusive.
- Develop a simple process for the handling of complaints that is efficient and procedurally fair.

2. COMPLAINTS

- *Complaints which can be dealt with under these procedures are:*
 - Complaints regarding fees and payments.
 - Complaints regarding coaching practices.
 - Complaints regarding club venue and facilities.
 - Team or committee selection complaints.
 - Complaints regarding behaviour of team members during a Springwood Boys and Girls Club event or during Springwood Boys and Girls Club team travel.
 - Competition entry complaints.
 - Complaints regarding Springwood Boys and Girls Club policy and procedures.
 - Other complaints as determined by the Springwood Boys and Girls Club Management Committee.
 - This policy does not refer to complaints regarding discrimination, harassment or abuse. These complaints should be referenced to the Member Protection Policy.

3. PROCEDURAL STEPS

INFORMAL

- Many complaints can be solved through an informal process of mediation and/or conciliation. The informal process seeks, and often results in, a positive outcome for the parties concerned. Springwood Boys and Girls Club encourages all members who have a complaint to utilise the informal process where possible to resolve issues.
- A complainant may initially seek to resolve an issue promptly through an approach to a Committee Member.
- The Committee Member shall initially listen to the complainant and attempt to relieve their distress.
- The Committee Member shall assess the details of the complaint and assist and support the complainant in seeking a solution.
- Notwithstanding the above informal procedure a formal grievance may be lodged in the first instance by the complainant.

FORMAL

- A complaint shall be in writing and lodged with the Management Committee by the complainant. The formal conciliation/complaint shall outline all the facts and circumstances concerning the decision, act or omission that is the subject of the conciliation/complaint. The complainant shall include the name of the Committee Member, or anyone who was involved in the informal process.
- The Management Committee shall:
 - Formally acknowledge to the complainant the receipt of the complaint;
 - As soon as reasonably possible appoint a Complaint Committee.
 - In matters that involve the Management Committee the committee shall be comprised of the Springwood Boys and Girls Club Management Committee less any member that may be involved in the dispute.
 - The Complaint Committee must consist of at least three people;
 - Formally advise the respondent about the nature of the complaint and the complaint management procedure. Sufficient detail of the nature of the complaint shall be provided to allow the respondent to send an initial formal reply to the Complaint Committee. The respondent may be able to provide relevant information, which may assist the Committee in its decision.
- The President will be responsible to chair the Complaint Committee.
- The Complaint Committee shall meet and consider the information received and then determine whether:
 - the complaint in the first instance can be sent to or back to the Management Committee;
 - the complaint is vexatious, frivolous or without merit and if so to dismiss it; or
 - additional information is required prior to resolution.
- The Complaint Committee shall advise the complainant and the respondent of its decision.
- During the formal complaint procedure, only the matters contained in the formal complaint shall be investigated. The formal complaint may be amended by the complainant, with the permission of the Complaint Committee at any time prior to the determination of the recommendation of the Complaint Committee to the Management Committee. The Complaint Committee will not give permission where the amendment would prejudice any party.
- Any amended complaint shall comply and be received in accordance with the requirements of Point 2 of the Formal Procedural Steps.
- Decisions of the Complaint Committee will be determined by the majority vote of members of that Committee.
- At any time when the complaint is discussed with the complainant or the respondent, they may be accompanied by one person of their choice, such as a: conciliator, friend, or relative, but not a legal representative. This person may not address the Complaint Committee.

- Likewise the Management Committee or any other person involved in the complaint procedure may invite the assistance of an interpreter to any Committee.
- The decision of the Complaint Committee is final.

4. ROLES AND RESPONSIBILITIES

Management Committee

- Is responsible for the implementation and continual review of this procedure.
- Initially listen to the complainant and attempt to relieve the complainant's distress.
- Assess the details of the complaint and assist and support the complainant in seeking a solution.
- Be familiar with all policies, procedures, rules and regulations that may be applicable to the complainant's grievance. In the event that the Management Committee is not familiar with the relevant policies, procedures, rules and regulations applicable to the complaint they are required to obtain and understand these documents prior to assisting the complainant.
- Be aware of all relevant facts prior to making a determination;
- Comply with all Springwood Boys and Girls Club policies, procedures, rules, regulations and codes of conduct.
- Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- Be unbiased and disclose all conflicts of interest prior to making a determination.
- Appoint a different Contact Officer in the event that a conflict or conflicts of interest exist that may prejudice the determination of a solution of the complaint.

Complaint Committee

- Be familiar with all policies, procedures, rules and regulations that may be applicable to the complainant's grievance. In the event that a member of staff or volunteers are not familiar with the relevant policies, procedures, rules and regulations applicable to the complaint they are required to obtain and understand these documents prior to assisting with the determination.
- Be aware of all relevant facts prior to making a determination;
- Comply with all Springwood Boys and Girls Club policies, procedures, rules, regulations and codes of conduct.
- Respect the rights, dignity and worth of every person.
- Be unbiased and disclose all conflicts of interest prior to making a determination.
- Stand down as a committee member in the event that a conflict or conflicts of interest exist that may prejudice the determination of a solution of the complaint.

Everyone

- Comply with all Springwood Boys and Girls Club policies, procedures, rules, regulations and codes of conduct.

5. CONTACTS

Management Committee: A current list of committee members is available on the wall in the foyer at Springwood Boys and Girls Club.

6. REPORTING

Springwood Boys and Girls Club shall take all necessary steps to ensure the confidentiality of any complaint. Privacy principles require that internal disclosure should be limited strictly to those members who need to have access for official purposes.

Records retained should be kept for an initial period of 12 months.

If additional information is required the Complaint Committee shall, after completion of the investigation, provide a written report to the Management Committee including:

- a record of the action taken to investigate the formal complaint;
- records of interviews taken;
- information revealed and facts identified;
- a recommendation that the complainant's grievance is valid or otherwise; and
- a recommendation on further action needed to resolve the complaint.

The Management Committee shall formally advise the complainant and respondent of the decision and of steps, which will be taken to give effect to that decision.

Where as a result of a formal grievance it is proposed to take disciplinary action, such action will be carried out in accordance with the Springwood Boys and Girls Club Behaviour Management Policy.

7. FOLLOW UP

Springwood Boys and Girls Club shall take all necessary steps to ensure that a complainant is not victimised or harassed as a result of raising an informal or formal grievance.

Springwood Boys and Girls Club will endeavour to provide appropriate support to complainants and respondents on a case-by-case basis whilst complaints are being investigated.