



## **West Coast Swimming Club**

### **COMPLAINTS POLICY**

**VERSION 1.0**

**[February 2024]**

**IMPORTANT NOTE:**

For this policy and other policies to be binding on clubs, their members, and other relevant persons, they must be:

- formally incorporated or adopted into a club's constituent documents (being the Memorandum and Articles of Association; Constitution of a company; or the rules of an incorporated association) or the rules, regulations or by-Laws made under the constituent documents.
- be agreed to as part of a membership application, agreement, form, other contract with the Club, which relevant members and other persons intended to come within the scope of this policy are required to sign.

## 1 Complaints

Our club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously.
- the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations.
- irrelevant matters will not be taken into account.
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

More serious complaints may be escalated to Swimming SA.

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

## 2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. President, Child Protection Officer) will:

- listen carefully and ask questions to understand the nature and extent of the concern.
- ask what the complainant is, how they would like their concern to be resolved and if they need any support.
- explain the different options available to help resolve the complainant's concern.
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, 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 person complaining to talk to the person being complained about.
- 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 that 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 Swimming SA; and/or
- referring the complainant to an external agency such as a community mediation centre, police, or anti-discrimination agency.

In situations where a complaint is referred to Swimming SA an investigation will likely be conducted, the club will:

- co-operate fully with the investigation.
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on Swimming SA's recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

## 3 Disciplinary Sanctions

Our club may 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; and
- be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:



<p>Description of alleged issue</p>	
<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p> <input type="checkbox"/> Harassment or    <input type="checkbox"/> <b>Discrimination</b>  <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 .....         </p>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	

Follow-up action	
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