



West Coast Swimming Club

Complaints and Investigations Policy Receiving and Responding to Complaints

Key Principles

It is in everyone's interests for the club to make every effort to resolve complaints and disputes in the most timely and cost effective manner. Effective complaints handling leads to more engaged membership and continuous improvement of club functions.

The purpose of an investigation of a complaint or possible breach of conduct is to:

- Establish and document relevant facts
- Reach appropriate conclusions based on the available evidenced
- Determine a suitable response

Decisions will be:

- Reasonably proportionate to the act
- Based on evidence capable of proving the matter
- Based on relevant matters
- Based on adequate weight to a matter of importance
- Based on the exercise of independent discretion and not under the influence of any third person
- Explained with reasons to affected parties

Handling Complaints:

People making a complaint want:

- To be listened to, understood and treated with respect
- To be given an accurate, coherent and plausible explanation (and an apology where appropriate)
- Corrective action to be taken

Club Commitments:

Procedural fairness:

- Informing people of the case against them
- Giving them a right to be 'heard' (put their case forward)
- Decision-makers not having a personal interest in the outcome (not being biased)
- Acting only on proper evidence that is capable of proving the case

Commitment:

- Commitment to the appropriate resolution of complaints demonstrated by adoption of a complaints policy;



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Accessibility:

- Publicly available complaints handling information in accessible formats relevant to the users, which provides information about the complaint handling system, including strategies to ensure that the complainants are made aware that they may complain

Responsive complaints handling:

- Where the committee have the necessary delegated authority and resources to record and respond to complaints effectively

Transparency:

- Provide the reasoning behind decisions
- Understanding of the extent any facts and arguments presented were understood and taken into consideration.

Making a Complaint

A complaint will be clearly communicated to a committee member by completing a West Coast Swim Club Complaint Form, available from the Club website. The complaint will be registered with the Club Secretary and communicated to the Club President.

Investigation:

- The Club President or MPIO will investigate the complaint.

Plan the investigation:

- Define the subject matter of the investigation (the conduct/issues to be investigated)
- Identify what questions need to be asked and answered
- Identify how to obtain information and what evidence needs to be gathered
- Ensure that the objectives of the investigation are clearly determined

Obtain evidence:

- Gather reliable evidence: sources include oral evidence from the parties or witnesses, documentary evidence, expert evidence (or technical advice) and site inspections or examination of physical evidence

Record and report:

- Record/document all allegations and evidence gathered and consider whether the decision-making should be by a person other than the investigator (i.e. Committee)

Record the final outcome of any decisions:

- Document with the club Secretary and close the complaint by communicating the result with relevant affected parties.

Approved By	Date	Review Date