



Complaints and Conflict Policy

Introduction

Wantirna South Netball Club recognises that occasionally members may have Complaints against or Conflict with other members. This may include players, coaches or other volunteers. The Club takes all complaints about on and off-field behaviour seriously. This policy aims to ensure that all stakeholders have an opportunity to have their issue heard.

Policy Statement

Wantirna South Netball Club is committed to:

- addressing all complaints professionally, competently and promptly.
- treating all complaints seriously.
- hearing both sides of the story.
- staying neutral.
- maintaining confidentiality.
- keeping all parties informed.
- keeping accurate records.
- promoting conflict resolution.
- making decisions based only on the information gathered, not personal views.
- imposing penalties which are fair and reasonable.

Responding to Complaints

Wantirna South Netball Club committee of the day will deal with all complaints relating to the conduct of any club members and any other complaint where it involves any club member. If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then the Club will refer to the Child Protection Policy and, if necessary, report the behaviour to the police and/or relevant government authority.

Complaint Handling Process

Lodging a complaint.

Anyone wishing to lodge a complaint must follow the process outlined below;

- All complaints must be recorded and received in writing by either the President or the Secretary within 7 days of the alleged incident.
- The complainant must acknowledge his/her willingness to attend meetings, when required by Committee, to discuss the matter further.
- The complainant must identify the problem, parties involved and circumstances and not withhold any information concerning the alleged incident.

Dealing with complaints.

Once a complaint is received the Secretary will acknowledge receipt of complaint and within 7 days bring it to the attention of the Committee. The Committee will, in a timely manner, follow club processes in an attempt to bring the complaint to a satisfactory and immediate resolution.

The courses of action open to the Committee include;

- immediate dismissal of the complaint;
- verbal and/or written apology
- Counselling to address behaviours
- the appointment of an investigation officer to investigate the matter further;
- referral of the complaint to a higher authority if needed (eg MDNA, Police);
- hear and determine complaint and thus reprimand, fine or suspend as it sees necessary given the circumstances;
- Any other form of discipline that the Club considers reasonable and appropriate.

At all times all parties of the dispute will be afforded equal opportunity to express themselves and state their case. **If the complaint is against a Committee member, that member must stand down and take no part in the investigation process.** Upon any decisions made by Committee on any complaint received, there will exist an appeals period of 14 days.

Complaints Process.

Upon receipt of a complaint, the person receiving the complaint (President or Secretary) will;

- Confirm, in writing, that complaint has been received.
- Gather all information in regards to the complaint.
- Notify the subject of the complaint in writing and request their version of events.
- Arrange a meeting of Executive Committee Members to discuss complaint.

During the meeting, the Committee members will discuss the complaint and decide on the action to be taken. Once this is done, all parties involved will be notified, in writing, of the decision and made aware of the appeals period. After the appeals period has elapsed, the Committee will either dismiss the complaint or impose any penalties related to the complaint.

At any stage of the process, any person involved in the complaint can seek advice from or lodge a complaint with an anti-discrimination or other external agency.

NB: This policy was written and implemented November 2016 and is due for review November 2019.

Sources:

Child Protection Act 1999

Children Youth and Families Act 2005

Department of Justice and Regulation
<http://www.justice.vic.gov.au>

Disability Discrimination Act Australia 2005

Occupational Health and Safety Act 2004

Declaration

On behalf of Wantirna South Netball Club we, the undersigned, will oversee the implementation of the Complaints and Conflict Policy and take all necessary steps to ensure it is adhered to.

Signed:

(n.b. One of the signatories should be the Disciplinary Officer)

Name:

Name:

Position within Wantirna South Netball Club:

Position within Wantirna South Netball Club:

Date:

Date: