

## Procedure: Complaints

Version 1

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### Purpose of the Policy:

Fulton Amateur Swim Team believes all of their members, families and volunteers, spectators and supporters have the right to have any complaints dealt with in a fair, confidential and sensitive manner, and to be given the opportunity to be heard before any sanctions are imposed in accordance with the Code of Conduct.

### Who this Code applies to:

- all members, families and volunteers, spectators and supporters of Fulton Amateur Swim Team.

### Procedures:

- a) Any person may make a complaint about a person if they consider that the person's behaviour is in breach of the Code of Conduct.
- b) A complaint may be made in writing or verbally.
- c) A complaint may be made to any of the following persons:
  - i. Committee member;
  - ii. Coach;
  - iii. Club Chairperson.
- d) If a person listed above received a complaint they must ask whether the complainant wishes them to:
  - i. Simply listen and advise the complainant about what their options are and what the complainant might do;
  - ii. Act as a mediator between the complainant and the alleged offender to try to resolve the complaint;
  - iii. Report the complaint to the Club Chairperson for further investigation.
- e) Having determined the complainant's wishes the receiver of the complaint must:
  - i. Act in accordance with the complainant's elected option;
  - ii. Keep the matter confidential and only discuss it with those people whom the complainant has agreed should be spoken to about the complaint to the extent possible.
- f) If a matter is reported to the Club Chairperson, the matter will be investigated further to determine whether there is reasonable cause to suspect a Code of Conduct breach.
- g) In the first instance mediation to resolve matters will be encouraged between the two (2) parties.
- h) If mediation is unsuccessful, or not appropriate given the nature of the complaint, the matter may progress to a hearing of three (3) Committee Members with the Chairperson as the chair of the meeting. Any frivolous, vexatious or malicious complaints will be dealt with via the Club Chairperson investigation and a hearing. At the Club Chairperson's discretion those parties involved may be suspended pending determination.
- i) Potential outcomes of such hearings could include (but are not limited to):
  - i. Requiring the parties to provide a written apology;

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- ii. Recommending parties to attend further training or seek professional help;
- iii. Termination of role and/or membership within the Fulton Amateur Swim Team.