

Handling Complaints Policy

Aim

The aim of this policy is to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice.

Table of contents

Aim 1

Table of contents 1

1 Revision 2

2 Application..... 2

3 Reporting a complaint..... 2

4 Improper complaints and victimisation 2

5 Disciplinary measures 2

6 References..... 3

7 Document control..... 3

1 Revision

This policy is to be maintained and reviewed by the AUSC Committee.

2 Application

This policy applies to all members who participate in AUSC activities.

3 Reporting a complaint

Any person (a complainant) may report a complaint about a person, or people bound by this policy (respondent) if they feel they have been harassed, bullied or discriminated against or there has been a breach of this policy. Note that should a complaint be made of the AUSC, the complainant should escalate their complaint to AU Sport and refer to their AU Sport Handling Complaints Policy.

A complaint may be handled informally or formally. The complainant will usually indicate his or her preferred option unless the AUSC President considers that the complaint falls outside this policy and should be handled another way. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially.

Individuals and organisations may also seek to have their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation. If the complaint is against the AUSC President, the complaint should be referred to AU Sport.

4 Improper complaints and victimisation

AUSC aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against the person making the complaint.

We will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint or supporting another person's complaint as in line with the AUSC Equal Opportunity Policy.

If at any point in the complaint handling process the AUSC President considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or intended to cause distress to the respondent, the matter may be referred to AU Sport, or specially established tribunal for review and appropriate action, including possible disciplinary action against the complainant.

5 Disciplinary measures

AUSC may impose disciplinary measures on an individual or organisation for a breach of this policy.

Any disciplinary measure imposed will be:

- fair and reasonable;
- applied consistent with any contractual and employment rules and requirements;
- be based on the evidence and information presented and the seriousness of the breach; and
- be determined in accordance with our Constitution, By-laws, this policy and/or the rules of the sport.

6 References

AU Sport – *Handling Complaints Policy*, approved by AU Sport Board on 14 July 2014,
<http://www.theblacks.com.au/Common/Filer.ashx?FID=4292>.

7 Document control

Revision (Date)	Person	Comments
0 (13/10/2015)	Author: David Warren Reviewed: Committee (via Meeting 13/10/2015) Approved: David Warren	Document released to club membership.