

## COMPLAINT PROCEDURE

This procedure sets out the steps involved to address complaints within the scope of Ballarat Gold Swimming Club Code of Conduct (Code of Conduct) and Behavioural guidelines. It was developed inline with the Swimming Australia Code of Conduct and Discipline Policy.

Ballarat Gold Swimming Club is committed to:

- Addressing any complaints brought to its attention regarding the Code of Conduct and behavioural guidelines
- Ensuring the complaints are dealt with by an appropriate person and in a fair, timely and transparent manner
- Escalating complaints as appropriate to ensure that appropriate persons in positions of authority and senior persons are involved
- Considering the wishes of the complainant
- Providing communication to all parties on a regular basis as to the progress of the complaint
- Clearly explaining the next steps and options to all parties involved in the complaint at every step
- Maintaining appropriate confidentiality regarding complaints
- Ensuring that the principles of Natural justice (procedural fairness) are following when dealing with complaints
- Maintaining appropriate records of complaints in a safe and confidential manner

Complaints can be reported via an email, telephone call, meeting or face-to-face verbal report to the Club President or Committee member.

### Reporting complaint

1. Complainant tells the Club President or a Committee member about their complaint
2. Club President or a Committee member talks to Complainant and identifies facts, records, explains the next steps and reports its to Club Secretary
3. Club Secretary documents complaint
4. Complaint is investigated

### Determining complaint

After the investigation is completed, Club President evaluates next steps and determines whether to:

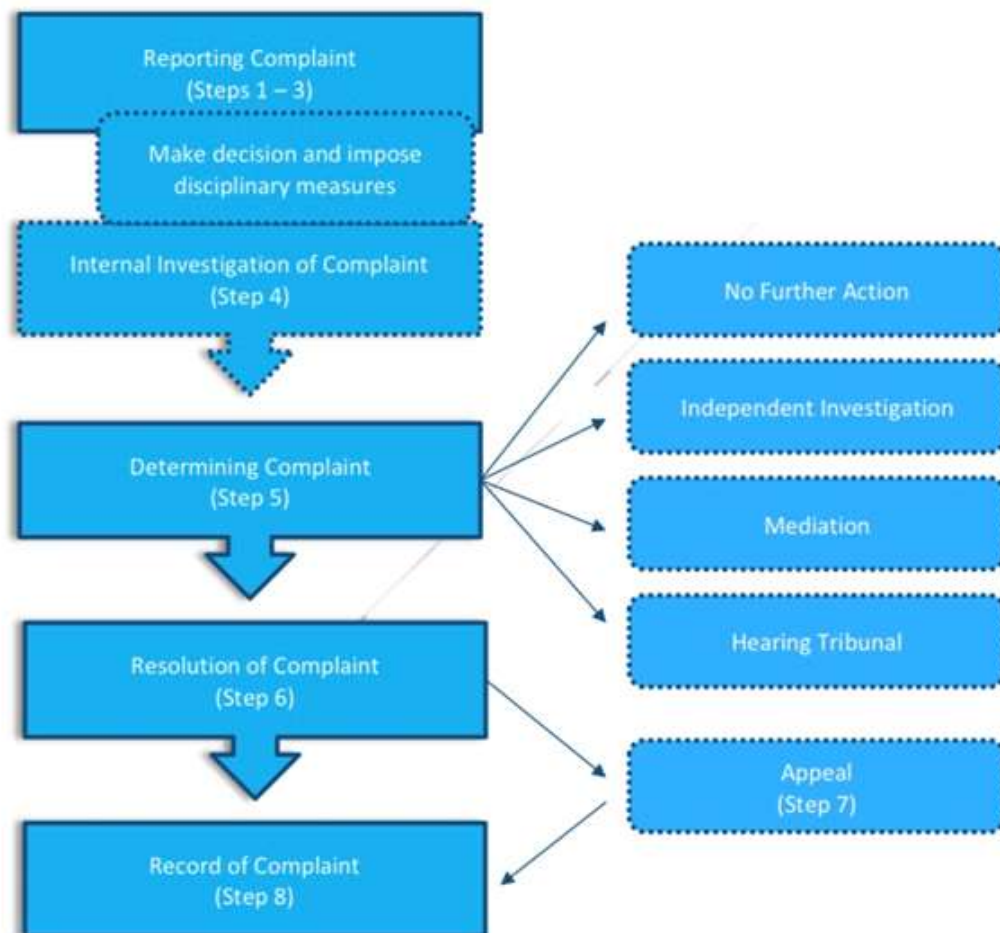
5.
  - Close the complaint where no further action is required or no longer sought by the Complainant
  - Make decision and impose disciplinary measures
  - Refer complaint to Independent investigation
  - Refer complaint to mediation

- Refer complaint to Hearing Tribunal

### Resolution of complaint

6. Decision made and disciplinary measures (if required) imposed as a result of the relevant Step 5 process
7. Appeal (if deemed valid) may be lodged in relation to decision.
8. Record of complaint is finalised. Complaint closed.

### *Complaint process*



### Outcomes of the process

Where the allegations are admitted or substantiated outcomes may include:

- An official warning
- A requirement to provide a formal apology to the complainant
- Disciplinary action (withdrawal of membership)