

COMPLAINTS & GREIVANCES

PURPOSE

To ensure that WA iSports has a transparent grievance &/or complaints policy that enables members, volunteers, stakeholders and/or community members to be informed of and understand their rights and responsibilities and the rights and responsibilities of WA iSports.

POLICY

It is recognised that people from time to time will have a grievance and/or complaint that needs to be addressed. Upon occasion a member of iSports may behave in a way that is in breach of the clubs' code of conduct.

Although the term "complaint" is used in this document a grievance will be managed in the same way as a complaint.

A complaint is an expression of dissatisfaction and may concern:

- inappropriate and unprofessional conduct of volunteers including committee members
- inappropriate conduct of members, support people, sponsors or spectators
- unlawful harassment, including sexual harassment
- an occupational health and safety issue, including bullying
- a particular incident
- a practice, policy or decision (made or not made) that the person making the complaint believes is unfair, unreasonable or inappropriate
- a communication or interpersonal conflict, including when the communication is electronic and has a direct relationship to, or impact on WA iSports.

A complaint can be made formally or informally, internally or externally by a member of the club including a volunteer, sponsor, a person representing a member or members.

A concern may be raised by someone who is worried about a members' safety or wellbeing; if this is the case, they first need to seek permission from the person who they are raising the concern about. Sometimes an action may need to be taken without the permission of the member. This action would only happen in the case of a serious problem, immediate threat or if you are not able to given permission.

WA iSports Incorporated believes that the principles of natural justice and procedural fairness should be adopted at every stage of the complaint process and that:

- People have the right to have their complaint receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged
- A person making a complaint will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the committee it will be considered in a timely manner and confidentiality will be maintained
- A person will not be disadvantaged in the complaints process due to disability, or any other factor that may impact on their capacity, such as English not being their first language.

PROCEDURE

You are encouraged to resolve the issue informally before progressing to lodge a formal complaint

1. Speak directly to the person who you have an issue with (you may like to have someone assist you with having this conversation). If you are the person being spoken to you may wish to have someone with you to help or support. At this meeting discuss and agree upon possible solutions.
2. If the issue is not resolved within 7 days and you do not wish to lodge a formal complaint you can ask the Chairperson to appoint a committee member to assist you to resolve the issue. This person will organise a meeting with you and, if appropriate the person you have a grievance with.
3. If the informal resolution process does not resolve the issue the formal complaints process will be followed.

Formal Complaint Procedure

A formal complaint must be recorded in writing and given to a member of the committee. The person making the complaint may have another person write on their behalf, if they do not have someone to write the complaint a mutually agreed upon adult person will write the complaint for them.

The formal complaint must include the following information:

- a. the parties' names to the dispute; and
- b. the matters that are the subject of the dispute

The complaint will be recorded on the complaints register and the receipt of the complaint will be acknowledged in writing.

Complaint Resolution Procedure

Once a formal complaint is received, the person receiving the complaint will forward it to the Chairperson. Within 7 working days of receiving the complaint the Chairperson will investigate (or delegate that responsibility to another committee member). Following the investigation, the Chairperson will convene a meeting with a minimum of 3 committee members to discuss the complaint and findings of the investigation. This process must be completed within 10 days from when the complaint was received.

Should the complaint be against the Chairperson and/or a policy or procedure of the club, the investigation will be outsourced to a mutually agreed upon third party. If the complaint concerns a committee member or if a committee member has been involved in any aspect of the complaint, that committee member will not be involved in the resolution of the complaint.

The person making the complaint can request a mediator be appointed, in this case the committee will not determine the outcome of the dispute.

Attachment Reporting form

Record of complaint

Name of person receiving complaint			Date:
Complainant's name			<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Complainant's contact details	Phone: Email:		
Complainant's role/position in club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator	<input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other official: _____ _____	
Name of person or party being complained about	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18		
Person complained about role or association with the club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator	<input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other official: _____ _____	
Location/event of issue			
Description of issue			
Nature of complaint (category/basis/grounds) (you can tick more than one box)	<input type="checkbox"/> Harassment <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality	<input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse <input type="checkbox"/> Religion	<input type="checkbox"/> Disability <input type="checkbox"/> Victimization <input type="checkbox"/> Pregnancy <input type="checkbox"/> Unfair decision
<input type="checkbox"/> Other: _____ <input type="checkbox"/> _____			

What the complainant wants to happen to fix issue	
Information provided to each of the parties involved in the complaint	
Resolution and/or action taken	
Follow-up action	