



Claremont - Nedlands Cricket Club

Home of the Tigers

Dealing with Complaints

The Club recognises that from time to time players, parents or other clubs may have reason to complain about issues which are under the control of the Club. The Club will act in a responsible manner to resolve such complaints.

GUIDING PRINCIPLES

1. The Committee will appoint a Complaints Officer to hold overall responsibility for managing the Club's complaints procedure on behalf of the Club.
2. The complaints procedure will consist of a three tier framework:
 - Internal Informal Process.
 - Internal Formal Process.
 - External Process.
3. The Club will seek to resolve as many complaints as possible by the Internal Informal Process. However, it will implement the Internal Formal Process or the External Process where required.

INTERNAL INFORMAL PROCESS

4. No written complaint is required for the Internal Informal Process.
5. The Complainant should make an initial approach to one of the following persons as the Complainant considers appropriate:
 - the Coach or Manager of the Club team involved;
 - a member of the Junior Committee;
 - the Complaints Officer.
6. The person approached should clarify whether the Complainant wishes the person approached to act as a mediator to resolve the matter; or simply wants to talk the matter through with the person approached.
7. If the Complainant seeks assistance to resolve the complaint, then the person approached should take action to mediate in an impartial manner with respect to both parties.

INTERNAL FORMAL PROCESS

8. Where a complaint is not resolved informally, through the support and advice of the person initially approached, the Complainant may make a formal complaint in writing to the Complaints Officer.

9. The Complaints Officer will attempt to resolve the complaint by mediation, unless this is inappropriate in the circumstances.
10. If mediation fails or is inappropriate in the circumstances the Complaints Officer will ensure that a fair and impartial investigation is made into the allegations raised by the complaint.
11. The investigation will be conducted by a suitably skilled and impartial individual (**Investigator**) from within or outside the Club. The Complaints Officer may be the Investigator if he or she is suitably skilled and impartial.
12. The principles of procedural fairness must be observed in dealing with all parties to the complaint as part of the investigation into the complaint. The typical steps in such an investigation consistent with the principles of procedural fairness are
 - The complaint is documented in writing.
 - The Complainant is interviewed by the Investigator.
 - The subject matter of the complaint is conveyed to the person who is the subject of the complaint (**Respondent**) by the Investigator.
 - The Respondent is given the opportunity to respond in writing to the complaint.
 - Where there is dispute over the facts, statements from witnesses, and other relevant evidence, is gathered by the Investigator.

The Complainant and the Respondent are entitled to support through this process from an advisor or other support person of their own choosing.

13. The Investigator will make a finding as to whether the complaint has substance; and, where appropriate, a recommendation as to the action that ought to be considered by the Club. The finding and recommendation will be in the form of a report detailing the complaint, the investigation process, the evidence, the finding and any recommendation.
14. The Investigator's report will be provided to the Junior Committee. The Junior Committee will then determine what, if any, action should be taken in relation to the complaint having regard to the Investigator's finding and any recommendation. The action to be taken may include disciplinary action as permitted under the Club's constitution or other published policies.

EXTERNAL PROCESS

15. If a Complainant does not wish to participate in the Internal Formal Process, or is not satisfied with the outcome of the Internal Formal Process, the Complainant may utilise complaints procedures and structures external to the Club.
16. The Complaints Officer will assist the Complainant to identify the available complaints procedures and structures external to the Club which may be appropriate having regard to the nature of the complaint.
17. Where a complaint concerns serious allegations which, if true, may constitute a criminal offence or breach of a civil law (e.g. child mistreatment or sexual abuse, bullying, harassment, discrimination or breach of occupational health and safety laws) the Club will, through the Complaints Officer, report the complaint to the relevant authority as soon as practicable. The Club will co-operate fully with that authority and with any investigation that the authority may conduct.