

1. Introduction

- 1.1 All SCRDA members are subject to the requirements of the Constitution. Additionally, SCRDA may publish a number of Policies & Procedures, Code of Conduct and other rules that describe the expected behaviour of SCRDA members.
- 1.2 Where a breach of the Constitution, Policies & Procedures, Code of Conduct, other rules or law of the land is believed to have occurred, it will be dealt with in accordance with this Policy & Procedure.

2. Scope

- 2.1 This policy applies to all members, volunteers and participants of SCRDA and visitors to SCRDA properties.
- 2.2 This policy applies on all SCRDA properties, during all SCRDA activities and at other times where an alleged breach of SCRDA policies has an impact on the Association.

3. Policy

- 3.1 SCRDA takes all complaints seriously. We will handle complaints based on the principles of procedural fairness, and ensure:
 - 3.1.1 all complaints will be taken seriously;
 - 3.1.2 the respondent will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
 - 3.1.3 irrelevant matters will not be taken into account;
 - 3.1.4 decisions will be unbiased; and
 - 3.1.5 any penalties imposed will be reasonable.
- 3.2 If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then it may need to be reported to the police and/or relevant government authority.

4. Procedure

- 4.1 **Lodging Complaints**
- 4.2 Complaints should be submitted to a Management Committee member or coach.
- 4.3 When a complaint is received, the person receiving the complaint will:
 - 4.3.1 listen carefully and ask questions to understand the nature and extent of the concern;
 - 4.3.2 ask the complainant how they would like their concern to be resolved and if they need any support;
 - 4.3.3 explain the different options available to help resolve the complainant's concern;

4.3.4 inform the relevant government authorities and/or police, if required by law to do so; and

4.3.5 where possible and appropriate, maintain confidentiality but not necessarily anonymity.

4.4 Investigating and Handling Complaints

4.5 There are two approaches to handling complaints, informal and formal.

4.6 Once the complainant decides on their preferred option for resolution, SCRDA will assist, where appropriate and necessary, with the resolution process.

4.7 **Informal Approach.** The informal approach involves one or more of the following actions:

4.7.1 supporting the person lodging the complaint to talk to the respondent to resolve the complaint;

4.7.2 bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);

4.7.3 gathering more information (e.g. from other people that may have seen the behaviour);

4.7.4 asking the complainant to describe their desired outcome to resolve the problem;

4.7.5 referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

4.7.6 Outcomes from the informal approach could be an assessment that there is no problem, the problem is minor and will not go further, resolution will require a third party such as a mediator or, proceed with the formal approach.

4.8 Formal Approach

4.8.1 Submit a formal complaint in writing using the prescribed form.

4.8.2 On receipt of a formal complaint the Committee will:

4.8.2.1 Gather as much information regarding the circumstances of the complaint as practical.

4.8.2.2 Assess the nature and seriousness of the complaint to decide if a formal resolution procedure is required.

4.8.2.3 Determine the most appropriate person to handle the complaint, or

4.8.2.4 Refer the matter to a third party such as a mediator, or

4.8.2.5 Refer the matter to the Police or relevant Government agency.

4.8.2.6 Determine if disciplinary action is required.

4.9 At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

4.10 The person managing the complaint will document the complaint, the process and the outcome using the prescribed form. This document will be stored in a confidential and secure place and it will be entered into a Complaints Register.

4.11 Disciplinary Action

4.11.1 SCRDA may take disciplinary action against anyone found to have breached the Constitution, Policies & Procedures, Code of Conduct, other rules or law of the land, or made false and malicious allegations.

4.11.2 Any disciplinary measure imposed under our policy must:

4.11.2.1 be applied consistent with any contractual and employment rules and requirements;

4.11.2.2 be fair and reasonable;

4.11.2.3 be based on the evidence and information presented and the seriousness of the breach; and

4.11.2.4 be determined by our Constitution or other relevant Association documents.

4.11.3 Possible sanctions that may be taken include:

4.11.3.1 a direction that the individual make verbal and/or written apology;

4.11.3.2 counselling of the individual to address behaviour;

4.11.3.3 withdrawal of any awards, placings, records, achievements bestowed in any, activities or events held or sanctioned by SCRDA;

4.11.3.4 suspension or termination of membership in accordance with the Constitution;

4.11.3.5 any other form of discipline that the SCRDA considers reasonable and appropriate.

4.12 Appeals

4.13 The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed). Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

4.14 However, the grounds of an appeal should be specific, for example they may be limited to a denial of procedural fairness, on grounds of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker.

4.15 All appeals will be considered as required in the Constitution, or if not covered by the Constitution, by the Management Committee as a whole with the exception of any members that may have a conflict of interest in the matter.

5. Responsibilities

5.1 Table 1 - Responsibilities

Position	Responsibilities
All (financial) SCRDA Members	<ul style="list-style-type: none"> Ensure compliance with this Policy;

Management Committee
Members

- Take all complaints seriously,
- Inform the complainant of the options and process.
- Process the complaint in accordance with this policy.
- Consider seriously if the matter should be referred to the Police.

6. Related Documents

- 6.1 All Policies and Procedures
- 6.2 Constitution
- 6.3 Code of Conduct
- 6.4 Complaint Form

Section 2

To be completed by the Management Member or Coach handling the complaint.

Review notes and relevant information:	
Action taken:	
Outcome:	
Is the complaint resolved? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Was the complaint referred elsewhere? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes then where?	
If no, next action?	
Person handling the complaint	
Name:	Date:

Entered into SCRDA Complaints Register

Filed