



# Complaint Handling Procedure

## Making a complaint about inappropriate behaviour or unfair treatment

Sport should be a place where you enjoy yourself, develop friendships and have fun. It's not a place where you should be subjected to discrimination, harassment or abuse. If this behaviour occurs, you have every right to make a complaint.

You can direct complaints to the President, Executive Officer or Member Protection Information Officer.

### Step 1 Informal Action

If you feel confident approach the person concerned yourself and explain from your point of view what occurred, how it made you feel and why it is inappropriate. The person(s) complained about may not have considered that their actions were inappropriate or hurtful.

or

If you feel uncomfortable about directly confronting another member, you can talk confidentially to the Member Protection Information Officer (MPIO) or another member of the Executive. You need to explain from your point of view what occurred, how it made you feel and why you consider the behaviour to be inappropriate. A MPIO will be able to assist by listening, providing information and clarifying the options available, including talking to the person complained about on your behalf. If both parties agree the MPIO or other officer may arrange a meeting with all the relevant parties to attempt to resolve the issue.

The MPIO or other officer approached needs to take all complaints seriously, listen to both sides of the story and treat people fairly. Hopefully most problems can be solved by discussion and good sense at this stage.

### Stage 2 Lodging a formal written complaint at the club level

If you feel the problem is too serious or will not be resolved by informal means a written complaint should be lodged at the club level. A complaint form is available for this purpose. You need to clearly explain what occurred, how it made them feel and why it is unlawful, unfair, unjustified or a breach of the sport's member protection policy. You may also want to state what outcome they would like to see as a result of your complaint.

MPIOs and/or other executive members need to take all complaints seriously and act promptly to listen to all sides. Their role is to focus on the facts, to keep the people involved informed but to maintain confidentiality as far as other members are concerned. All discussions and actions taken need to be recorded.

### Stage 3 Lodging a complaint with the sporting organisation: DBNSW

If you are unhappy with the procedures and outcomes at the club level or feel the complaint is sufficiently serious, you may take your complaint to DBNSW. You need to speak to the MPIO about the procedure or access the process on the DBNSW website.