

COMPLAINT HANDLING AND DISCIPLINARY PROCESS



Aim of Policy

The Southern River Hockey Club (SRHC) aims to support people associated with our sport to make and resolve any complaints they may have in a fair, timely and effective way.

Background to Policy

The SRHC has adopted this policy to ensure that all members: Players, SRHC Officials, Parents and Spectators, are aware of the process taken should any individual be in breach of any of the SRHC's current constitution, policies, rules or by-laws.

Any breaches will be addressed by the Executive Committee of the SRHC in the first instance. The Executive Committee will deal with all complaints in a fair, timely and transparent manner and all complaints will be treated seriously. Should the breach be deemed to be of a particularly serious nature then the Executive Committee may refer the matter directly to Hockey WA.

The SRHC will maintain confidentiality as far as possible and ensure that no one is victimised for making, supporting or providing information about a complaint. Any minors (under 18) will be required to have a parent/guardian present if required to meet with the Executive Committee during their investigation of any complaint. To ensure fairness for everyone involved, the SRHC will provide the full details of the complaint to the person or people against whom the complaint has been made and ask for their response. As a result, it may be difficult for us to resolve complaints made anonymously.

The SRHC will provide formal procedures to resolve complaints. Individuals and organisations can also complain to external organisations under anti-discrimination, child protection and other relevant laws.

Complaint Procedure

Step 1: Making a formal complaint

Complete an Incident Report Form (available from the Club Documents page on the website) and hand to a member of the Executive Committee. The Executive Committee will acknowledge receipt of the complaint within 7 days.

Step 2: Investigation of the complaint

In some cases, an investigation may be required to determine the facts surrounding the complaint. Any investigation that is conducted will take place within 21 days of receipt of the complaint. In order to conduct an investigation the Executive Committee may need to carry out some/all of the following:

- provide the information received from you to the person(s) involved and ask for their side of the story
- decide if there is enough information to determine whether the matter alleged in your complaint did or didn't happen

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- determine what, if any, further action to take, including disciplinary action in accordance with this policy

Following the investigation, a written report will be provided by the Executive Committee.

Step 3: Documenting the resolution

The Executive Committee will record the complaint, the steps taken to resolve it and the final outcome. This information will be stored in a confidential and secure place. If the complaint was dealt with by Hockey WA, the information will be stored by Hockey WA and a copy stored by the SRHC.

Disciplinary Action

The SRHC may impose disciplinary measures on an individual/s for any breaches of the SRHC's constitution, policies, rules, or by-laws. Any disciplinary measure imposed will be:

- fair and reasonable
- be based on the evidence and information presented and the seriousness of the breach
- be determined in accordance with the SRHC's constitution, policies, rules, or by-laws, and the rules of the sport

First Breach

The person/s whose behaviour has been questioned will receive in writing from the Executive Committee details of the breach. Consequences of a first breach may be any or all of the following:

- A direction that the individual/s make a verbal and/or written apology
- Counselling of the individual/s as to appropriate behaviour
- Education in the SRHC's constitution, policies, rules, and by-laws
- One week suspension from the next fixture game

The individual/s would also be advised of the possible consequences of a second breach of a similar nature.

Second Breach

The person/s whose behaviour has been questioned will receive in writing from the Executive Committee details of the breach. Consequences of a second breach may be any or all of the following:

- A direction that the individual/s make a verbal and/or written apology
- A direction that the individual attend counselling to address their behaviour
- Education in the SRHC's constitution, policies, rules, and by-laws
- Suspension of the individual/s participation or engagement in a role or activity
- Suspension for a specific number of games

The individual/s would also be advised of the possible consequences of a third breach of a similar nature.

ABN 15 351 472 975

PO Box 4229, Harrisdale, WA 6112

www.southernriverhockey.asn.au

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Third and Subsequent Breach

The person/s whose behaviour has been questioned will receive in writing from the Executive Committee details of the breach. Consequences of a third and subsequent breach may be any or all of the following:

- A direction that the individual/s make a verbal and/or written apology
- A direction that the individual attend counselling to address their behaviour
- Suspension of the individual/s participation or engagement in a role or activity
- Suspension for a specific number of games
- Membership to the SRHC will be reviewed and/or terminated by the Executive Committee.

The SRHC Executive Committee is responsible for ensuring that this policy is adhered to at all times.

This policy has been adapted from the current Hockey Australia Member Protection Policy (version 9 December 2015) which can be found here - <http://www.hockey.org.au/policies>

POLICY ADOPTED January 2015

POLICY REVIEWED January 2017