



South Canterbury Amateur Athletics Club

## Complaints Protocol

It is the policy of South Canterbury Amateur Athletics Club to promote a good environment and foster good relations between the Club and its members. As a result it attaches the greatest importance to the principles of tolerance, inclusiveness and fair and consistent treatment of all its members. The club recognises the need for the highest standard of conduct of its members in order that it may achieve its main objectives as stated in its constitution.

### Purpose

To provide guidance on the management of complaints that will ensure:

- a) A clear process for anyone who wishes to make a complaint
- b) All complaints where required, are impartially investigated
- c) Confidentiality and privacy of individuals is respected as much as possible
- d) The principles of natural justice are applied
- e) Complaints are viewed as a way to improve our Club and Club culture.

### Definition

A complaint is an expression of dissatisfaction about the conduct, actions or omissions of:

- a) A member of the club as defined in the Club constitution and By-laws
- b) Volunteers for whom the Club are responsible at the time of the incident/complaint.
- c) Parents/guardians/spectators.
- d) The elected members of the general committee.

### Process

1. Resolution between those involved is to be sought **at the time of the incident** or at a suitable time as soon as possible after the incident.
2. If not resolved to the satisfaction of the complainant and/or key people involved **at the time**, the complaint may be put in writing and given to the Club President.
3. The complaint may be given verbally by the complainant and written down by a person such as the Club President or a committee member. If the complaint is written on behalf of a complainant it must include the complainant's permission to bring the complaint on their behalf.
4. If the incident of the complaint occurs during an athletics event it should be reported to the Chief Official at the event or the Meeting Manager **at the time**.
5. The Club President should be notified of the incident and informed if it is likely to lead to a written complaint being taken to the Club Committee.
6. The written complaint should be received by the President within 14 days of the incident and include: -
  - a) Date and time of incident
  - b) Outline of the incident
  - c) Whether initial resolution was attempted and why it was not possible
  - d) Who was involved in the initial discussions to resolve the issue
  - e) A preference for or suggested action/outcome that may resolve the complaint to the satisfaction of the complainant.
7. It is very important to treat all concerns and complaints with discretion. It is vital that members, athletes, parents/guardians feel confident that their complaint will not penalise them (or their child). However, a complainant will need to be aware that information provided will be shared with those involved in order that the complaint can be investigated and the person/s can exercise their right to be heard.

The Club Committee will be unlikely to accept or be able to assist towards resolution if the incident leading to the complaint occurred more than 21 days earlier.

If required the Club Committee may agree to establish a Complaint Resolution Committee to investigate and report to the Club Committee and make recommendation for the resolution of the complaint. This committee will comprise three personnel; one person being either the President or a Vice President and the balance being two Club Committee members. None of the Complaint Resolution Committee shall be directly involved with the incident/complaint. (See Club by-laws)

The complainant will receive feedback on the outcome of their complaint.

Any resolution/s of the Club Committee re the complaint will be binding.

The Club committee will determine the conclusion, or the end of their involvement in the matter.