



St Luke's Netball Club

Complaint Policy

OVERVIEW

This policy aims to ensure that complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner. It is recognised that people associated with the Club will from time to time have complaints/ grievances that need to be resolved in the interest of maintaining good relationships.

The Club believes that:

- People have the right to have their grievances received with careful consideration through established process that is timely, based on fairness and respect;
- A complaint may be handled informally or formally, the complainant may indicate his or her preferred option;
- The best resolution is one that is reached cooperatively and informally where possible, prior to a formal complaint being lodged in writing;
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result; and,
- Where a Committee member receives a formal complaint, it will be considered in a timely and confidential manner and documented.

COMPLAINTS PROCEDURE

If any member (including members of the Committee), volunteer, stakeholder or community member wishes to put forward a complaint, they can do so in the following manner:

- The complaint/ grievance can be raised informally to a Committee member, or;
- Formally in writing, to be then provided to any Committee member.

The Club may impose disciplinary measures on a member, and will be:

- Fair and reasonable;
- Be based on the evidence and information presented;
- Be determined in accordance with Wanneroo District Netball Association's policies and procedures and/ or the rules of the sport.

An individual may receive the following action:

- A directive that the individual make a verbal and/ or written apology;
- A written warning;
- A withdrawal of any awards, placings, records or achievements bestowed;
- A demotion or transfer of the individual to another team;
- A suspension of the individual's membership or participation or engagement in a role or activity;
- Termination of the individual's membership, appointment or engagement.

The form of discipline to be imposed on an individual will depend on factors, such as:

- The nature and seriousness of the breach;
- If the person knew, or should have known that the behaviour was inappropriate;
- The person's level of contribution;
- The effect of the proposed disciplinary measures on the person, including any personal, professional or financial consequences;
- If there have been any relevant prior warnings or disciplinary action;
- Any other mitigating circumstances.