

# Northern Suburbs District Cricket Club

## Complaints Policy

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*Last Approval Date:* 25<sup>th</sup> July 2024  
*Review date:* 25<sup>th</sup> July 2026

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### PURPOSE AND OBJECTIVES

The Northern Suburbs District Cricket Club (NSDCC) takes all complaints about on and off-field behaviour seriously. NSDCC will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints are taken seriously;
- the subject of the complaint will be given details of what is being alleged against them and have the opportunity to respond to those allegations;
- decisions will be unbiased;
- the complaints handling process will be carried out in a timely manner; and
- any penalties imposed will be reasonable.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then NSDCC will handle the complaint in accordance with the Member Protection Policy, and will report the behaviour to the police and/or relevant government authority.

### COMPLAINT HANDLING PROCESS

All complaints should be addressed to the NSDCC Executive Committee and sent in writing to the [secretary@nsdcc.com.au](mailto:secretary@nsdcc.com.au). All correspondence will be forwarded to all Executive Committee Members.

When a complaint is received by the club, the NSDCC Executive may:

- ask questions to understand the nature and extent of the concern;
- ask the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- where appropriate involve others in the complaints handling process such as the President, Deputy President, Director of Cricket, or relevant Coaching staff;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

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.

## COMPLAINTS INVESTIGATION AND RESOLUTION

NSDCC takes all complaints seriously and will investigate all complaints in a confidential manner. NSDCC will use procedural fairness when undertaking internal investigations into a complaint. Where relevant, NSDCC may discuss the complaint confidentially with outside stakeholders, such as Wilston Norths Junior Cricket Club, QC or CA to inform if there is a history of other complaints / similar behaviour.

Complainants will be informed of the outcome of the investigation within a reasonable period, and where appropriate NSDCC will work with the complainant in regard to the resolution process.

## DISCIPLINARY SANCTIONS

NSDCC may take disciplinary action against anyone found to have breached our policies or made false and malicious allegations. Any disciplinary measure imposed under our policies must:

- be applied consistent with any contractual and employment rules and requirements;
- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach; and
- be determined by our constituent documents, by Laws and/or the rules of the game.

## RECORD KEEPING

All complaints received will be recorded in the form included in **Appendix 1** of this policy. A confidential database on all complaints will be kept by the Club Secretary. This document will be updated with any responses / actions taken in relation to the complaint. This document will be used as a part of an annual review process, to assess where improvements can be implemented.

## APPENDIX 1: RECORD OF COMPLAINT

<b>Name of person receiving complaint</b>		Date:    /    /
<b>Complainant's Name</b>	_____	
	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
<b>Complainant's contact details</b>	Phone: Email:	
<b>Complainant's role/status in Club</b>	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other _____
<b>Name of person complained about</b>	_____	
	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
<b>Person complained about role/status in Club</b>	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other _____
<b>Location/event of alleged issue</b>		
<b>Description of alleged issue</b>		
<b>Requests for Resolution</b>		
<b>Information provided to them</b>		
<b>Resolution and/or action taken</b>		
<b>Follow-up action</b>		