

Complaint Handling Procedure	Approval Date:	30-10-2016
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PURPOSE

To outline the process by which the Riverside Tennis Club will handle complaints relating to child protection, harassment, abuse or discrimination in accordance with the Tennis Australia Member Protection Policy and Code of Conduct.

POLICY

- The Riverside Tennis Club has adopted the Tennis Australia Member Protection Policy and Code of Conduct.
- The Member Protection Policy and Code of Conduct are accessed by Club members through the website and in the clubroom policy folder.
- The Code of Conduct is designed to encourage club members to conduct themselves in a way which Tennis Australia considers is appropriate taking into account community expectations and standards governed by human rights legislation.
- Complaints relating to child protection, harassment, abuse and discrimination will be referred to the Riverside Tennis Club Member Protection Officer (President) who will determine if the complaint is dealt with by the Club Committee or referred to another organisation e.g. Tennis Tasmania Member Protection Officer / Disciplinary Tribunal or where relevant Tasmania Police.

PROCEDURE

1. When a complaint is received by our club, the person receiving the complaint (e.g. President/ Member Protection Information Officer) will :
 - listen carefully and ask questions to understand the nature and extent of the problem;
 - ask what the complainant would like to happen;
 - explain the different options available to help resolve the problem;
 - take notes; and
 - maintain confidentiality but not necessarily anonymity.
2. Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. For minor complaints this may involve:
 - supporting the person complaining to talk to the person being complained about
 - bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
 - gathering more information (e.g. from other people that may have seen the behaviour);For complaints of a more serious nature including complaints relating to child protection this may involve:
 - seeking advice from Tennis Tasmania Member Protection Officer
 - referring the complaint to Tennis Tasmania; and/or
 - referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

3. In situations where a complaint is referred to Tennis Tasmania Member Protection Officer / Disciplinary Tribunal and an investigation is conducted, the club will:
- co-operate fully;
 - ensure the complainant and respondent are not victimised;
 - where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
 - act on Tennis Tasmania's recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

4. Club Disciplinary Measures

Our club will take disciplinary action against anyone found to have breached the Tennis Australia Member Protection Policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- Be fair and reasonable;
- Be based on the evidence and information presented and the seriousness of the breach;
- Be determined by our Constitution, By Laws and the rules of the game.

Possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- suspension or termination of membership, participation or engagement in a role or activity;
- another form of discipline that our club considers reasonable and appropriate.

5. Appeals

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by our club to Tennis Tasmania. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.

President:	Sign:
Vice-President:	Sign: