



Mount Petrie Bowmen Inc

ABN 98 134 918 412

Complaints Handling Policy

Our Club, as an affiliate of the South Queensland Archery Society (SQAS) and Archery Australia (AA), is committed to providing a safe environment free from harassment and abuse.

You can download a full copy of the Member Protection Policy from the AA website at www.archery.org.au

Individuals are responsible for making themselves aware of the policy and complying with the codes of behaviour it sets out. For more information you may also refer to the SQAS website at <http://www.archerysqas.org.au/policies.html>

Handling complaints

From time to time, it may be necessary to deal with issues that arise. Archery Australia (and our Club), aim to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice, bearing in mind that attempts to resolve complaints should be made at the lowest appropriate level.

Any person (a complainant) may report a complaint about a person, people or organisation bound by this policy (respondent) if they feel they have been harassed, bullied or discriminated against or there has been a breach of this policy.

If a complaint relates to behaviour or an incident that occurred at the club level, or involves people operating at the club level, then the complaint should be reported to and handled by the club Member Protection Information Officer (MPIO) or a member of the Club's Executive in the first instance.

If a complaint relates to behaviour or an incident that occurred at the regional governing body (RGB) level, or involves people operating at the RGB level, then the complaint should be reported to and handled by the SQAS Member Protection Information Officer in the first instance.

If a complaint relates to behaviour or an incident that occurred at the national level, or involves people operating at the national level, then the complaint should be reported to and handled by the National Member Protection Information Officer in the first instance.

A complaint may be handled informally or formally.

The complainant will usually indicate his or her preferred option unless the MPIO considers that the complaint falls outside this policy and should be handled another way. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

We will provide individuals with an informal and formal process in attempting to resolve issues, based on their preferences and the nature of the complaint. Individuals and organisations may also pursue their complaint externally under anti-discrimination, child protection or other relevant legislation.

If you wish to remain anonymous, the Club may have difficulty assisting you to resolve your complaint. Procedural fairness (natural justice) means that the Club is required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond.

INFORMAL APPROACHES

Step 1:

Talk with the other person (where this is reasonable, safe and appropriate).

In the first instance, you (the complainant) should try to sort out the problem with the person or people involved (respondent) if you feel able to do so.

Step 2:

Contact the Club MPIO or member of the Club's Executive if:

- the first step is not possible/reasonable;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially about the problem with someone and obtain more information about what you can do; or
- the problem continues after you have tried to approach the person or people involved.

The MPIO or Club Executive member will:

- take confidential notes about your complaint;
- try to find out the facts of the problem;
- ask what outcome/how you want the problem resolved and if you need support;
- provide possible options for you to resolve the problem;
- act as a support person if you so wish;
- refer you to an appropriate person (e.g. mediator) to help you resolve the problem, if necessary;
- inform the relevant government authorities and/or police if required by law to do so;
- maintain confidentiality.

Step3: Outcomes from initial contact

After talking with the MPIO or Club Executive member, you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and work out your own resolution (with or without a support person such as a MPIO or Club Executive member); or
- to seek a mediated resolution with the help of a third person; or
- to seek a formal approach.

FORMAL APPROACHES

Step 4: Making a formal complaint

If your complaint is not resolved or informal approaches are not appropriate or possible, you may:

- make a formal complaint in writing to Archery Australia MPIO or CEO;
- approach a relevant external agency such as an anti-discrimination commission, for advice.

On receiving a formal complaint and based on the material you have provided, the Archery Australia MPIO or CEO will decide whether:

- they are the most appropriate person to receive and handle the complaint;
- the nature and seriousness of the complaint warrants a formal resolution procedure;
- to refer the complaint to mediation;
- to appoint a person to investigate (gather more information on) the complaint;
- to refer the complaint to a hearings tribunal;
- to refer the matter to the police or other appropriate authority; and/or
- to implement any interim arrangements that will apply until the complaint process is completed.

This policy was approved by the Management Committee of MPB on 17 August 2015. It will be reviewed annually.