



Complaints Management Policy

PURPOSE AND OBJECTIVES

The South Brisbane District Cricket Club (SBDCC) takes all complaints about on and off-field behaviour seriously. SBDCC 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;
- irrelevant matters will not be taken into account;
- decisions will be unbiased;
- the complaints handling process will be carried out in a timely manner; and
- any penalties imposed will be reasonable.

SBDCC is committed to:

- Listening to complaints to improve service delivery;
- Providing complainants with accessible complaint options; and
- Fairly, promptly, sensitively and efficiently managing complaints.

ALLEGATIONS OF CHILD ABUSE

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

WHAT IS A COMPLAINT?

As prescribed in Australia Standard – Guidelines for complaint management in organisations AS/NZS 100002:2014, a complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

WHO CAN MAKE A COMPLAINT?

Anyone can make a complaint. SBDCC may accept a complaint from a family member, member, advocate, friend or other people who act on behalf, or in support, of a person who may have limited capacity to make a complaint.

HOW CAN I MAKE A COMPLAINT?

Complaints about the conduct of SBDCC members, coaches, managers, visitors and/or SBDCC processes and procedures

can be made by lodging your complaint. The completed form can be delivered in one of the following ways:

- Email: info@southbrisbanedcc.com
- In person: South Brisbane District Cricket Club, 269 Venner Road, Fairfield Qld 4103

COMPLAINTS ABOUT SBDCC DECISIONS

Decisions made by the SBDCC Management Committee are final and binding on the parties to a proceeding, but you may have appeal rights. If you disagree or are dissatisfied with the decision you are encouraged to seek independent legal advice about your options.

DISCIPLINARY SANCTIONS

SBDCC has established a Disciplinary Committee to manage any disciplinary matters brought to the attention of the SBDCC Management Committee.

SBDCC may take disciplinary action against anyone found to have breached policies or made false and malicious allegations.

Any disciplinary measure imposed under SBDCC 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.

CONTACT OR QUESTIONS

If any person has any questions in relation to the above, please make contact with the President, Secretary or any Committee Member.