



Conflict & Complaints Resolution Policy

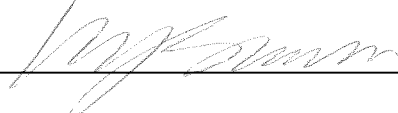
Club Name: Blackwood Community Recreation Association Inc. –

Address: 1 Northcote Road

CITY: Eden Hills **Postcode:** 5050

Approved by BCRA Inc.: MARBOT STRECHANJ

Position held: PRESIDENT

Signed: 

Date of Approval: 15 / 2 / 2018

Last Date of Review: / / .

Next Date of Review: / / .

1. POLICY

Blackwood Community Recreation Association Inc. (BCRAI) acknowledges that it has a duty of care to participants and is committed to the safety and well-being of all people who are involved in our activities and related events.

The Blackwood Community Recreation Association aims to ensure that all individuals have access to a fair and transparent system to resolve situations that may cause them to feel aggrieved such as:

- Anything done, or not done, by management, by other staff member(s) or by another individual
- Discrimination
- Harassment
- Any other action that causes a person to feel aggrieved.

2. Conflict and Complaints

BCRAI aims to provide a confidential and trustworthy procedure for any conflict or complaint to be investigated based on the principles of natural justice. Any person (the complainant) may report a complaint about a person(s), team(s) or program(s) bound by this policy if they reasonably believe that a person(s), team(s) or group(s) or other organisation has breached this policy, in particular, in regard to coaching practices, umpiring/referring, fees and payments, venue and facilities.

A complaint should be reported to the program's Head Coach (unless this person is the subject of the complaint), in which case it should be directed to the Centre Manager, Sports Co-ordinator or Child Safe Officer.

The complaint may be reported as an informal or formal (written) complaint. The complainant decides whether the complaint will be dealt with informally or formally unless the person, to whom the complaint is reported, considers that the complaint falls outside their responsibility and should be investigated directly by the BCRAI Board of Management.

All complaints will be dealt with promptly, seriously, sensitively and confidentially.

3. Vexatious Complaints and Victimisation

BCRAI aims to ensure our complaints procedure has integrity and is free of unfair repercussions or victimisation. If at any point in the complaint process, the Officer handling the complaint considers that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, that matter may be referred to the BCRAI Board of Management for appropriate action which may include disciplinary action against the complainant.

BCRAI will take all the necessary steps in ensuring that people involved in a complaint are not victimised by anyone for coming forward with a complaint or for helping to rectify the issue. Disciplinary measures will be imposed on anyone who victimises another person for making such a complaint.

4. Mediation

BCRAI will investigate the complaints with the minimum of fuss wherever possible and in many cases complaints can be rectified by agreement between the people involved with no disciplinary action necessary. The people involved in a formal complaint, the complainant and the person complained about (respondent) may seek the assistance of a neutral third person to act as a mediator (a Child Safe Officer, Centre Manager, Sports Co-ordinator, the President of BCRAI or the

Public Officer of BCRAI), but lawyers *are not* able to negotiate on behalf for the complainant and/or respondent.

Mediation may occur either before or after an investigation of a complaint. If a complainant wishes to try and resolve the complaint with the assistance of a mediator, the nominated mediator will, in consultation with the complainant, arrange for a meeting to be held.

5. Procedure

BCRAI will undertake to investigate any conflict or complaint promptly, seriously, sensitively and **confidentially and at any stage, it is the prerogative of the complainant to proceed with, or dissolve a complaint.**

5.1 Should a complaint arise BCRAI encourages the complainant to consider the following options

5.1.1 Approach the person creating the problem and ask him or her to stop the behaviour

5.1.2 If the behaviour continues, or it is not possible to approach the person, contact either:

- a) The program Head Coach
- b) The sports Umpire in Charge
- c) The Sports Co-ordinator
- d) The Centre Manager
- e) The Child Safe Officer
- f) The President of BCRAI or any Executive Officer on the BCRAI Board of Management.

5.2 The person receiving the report will determine whether or not to investigate the complaint.

5.3 When a complaint is received by BCRAI, the person receiving the complaint will:

- Listen carefully and ask question 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.

5.4 Once the complainant decides on their preferred option for resolution, BCRAI will assist, where appropriate and necessary with the resolution process. This may involve:

- Encouraging 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 (eg from other people that may have seen the behaviour)
- Seeking advice from state bodies or other external agency (eg State body MPIO, State Department or Sport or anti-discrimination agency)
- Referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency

5.5 In situations where a complaint is referred to a specific program's affiliated state body and an inquiry is conducted, BCRAI 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 affiliated state body association's recommendations.

5.6 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.

- 5.7 All complaints raised with the BCRAI will be recorded in the complaints log located in the Human Resources folder on the shared drive.
- 5.8 Approved by the Board of Management of the Blackwood Community Recreation Association Incorporated