



Handling Complaints Policy

AU Swimming Club aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice.

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.

A complaint may be handled informally or formally. The complainant will usually indicate his or her preferred option unless the AU Swimming Club committee 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.

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our procedures for handling and resolving complaints are outlined in the AU Sport Constitution and in the **AU Sport Complaint Handling Process Guidelines**.

Individuals and organisations may also seek to have their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation. If the complaint is against an AU Swimming Club committee member, the complaint should be referred to the AU Swimming Club President.

Improper complaints and victimisation

AU Swimming Club aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against the person making the complaint.

We will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint or supporting another person's complaint as in line with the **AU Sport Equal Opportunity Policy**.

If at any point in the complaint handling process the AU Swimming Club committee considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or intended to cause distress to the respondent, the matter may be referred to the AU Sport Board or specially established tribunal for review and appropriate action, including possible disciplinary action against the complainant.

Disciplinary measures

AU Swimming Club may impose disciplinary measures on an individual or organisation for a breach of this policy.

Any disciplinary measure imposed will be:

- fair and reasonable
- applied consistent with any contractual and employment rules and requirements
- be based on the evidence and information presented and the seriousness of the breach

- be determined in accordance with our Constitution, By-laws, this policy and/or the rules of the sport.



Complaints Procedure

Informal Approaches

Step 1: Talk with the other person (if safe, reasonable and appropriate)

Step 2: Contact a Member Protection Information Officer/AU Sport Staff

Formal Approaches

Step 3: Decide how to resolve the problem

Step 4: Making a formal complaint

Step 5: Investigating the complaint

Step 6: Reconsidering a complaint or appealing a decision

Step 7: Documenting the resolution



Authority Flowchart

