

STEP 1

Member Protection Officer (MPO) receives the complaint and suggestions to resolve the issue are provided, based on the Club's policies and rules: refer to Swimming Australia National Integrity Framework, including Child Safeguarding Policy, Member Protection Policy and Complaints, Disputes and Discipline Policy.

STEP 2

Can the matter be personally resolved between the parties without Club involvement?
Encourage mediation between all parties to pursue an informal resolution.

STEP 3

If not, discuss the matter with the Club President of the Immanuel Piranhas Swim Club (IMSC) and express desired outcome of all parties.

STEP 4

If further action is required, submit complaint in writing to the Club President or MPO. The complaint will be taken as an agenda item at the next committee meeting. Complaints process follows and refer to Swimming Australia Safe Sport Framework. If the complainant or respondent is a Committee member, they are required to stand down until the complaint has been resolved to avoid conflict of interest.

STEP 5

The committee will acknowledge receipt of letter to the complainant, outlining the complaint handling process.

STEP 6

The Club committee will investigate the complaint. All parties are expected to fully cooperate and disclose truthful and accurate information, either in writing or by attending a meeting as requested by the Club. Failure to do so may result in the Club abandoning the investigation. A support person can be present at the meeting. The support person must not be involved in another complaint or interfere with the investigation process.

STEP 7

The Club will communicate their findings and recommendations in writing to all parties.

STEP 8

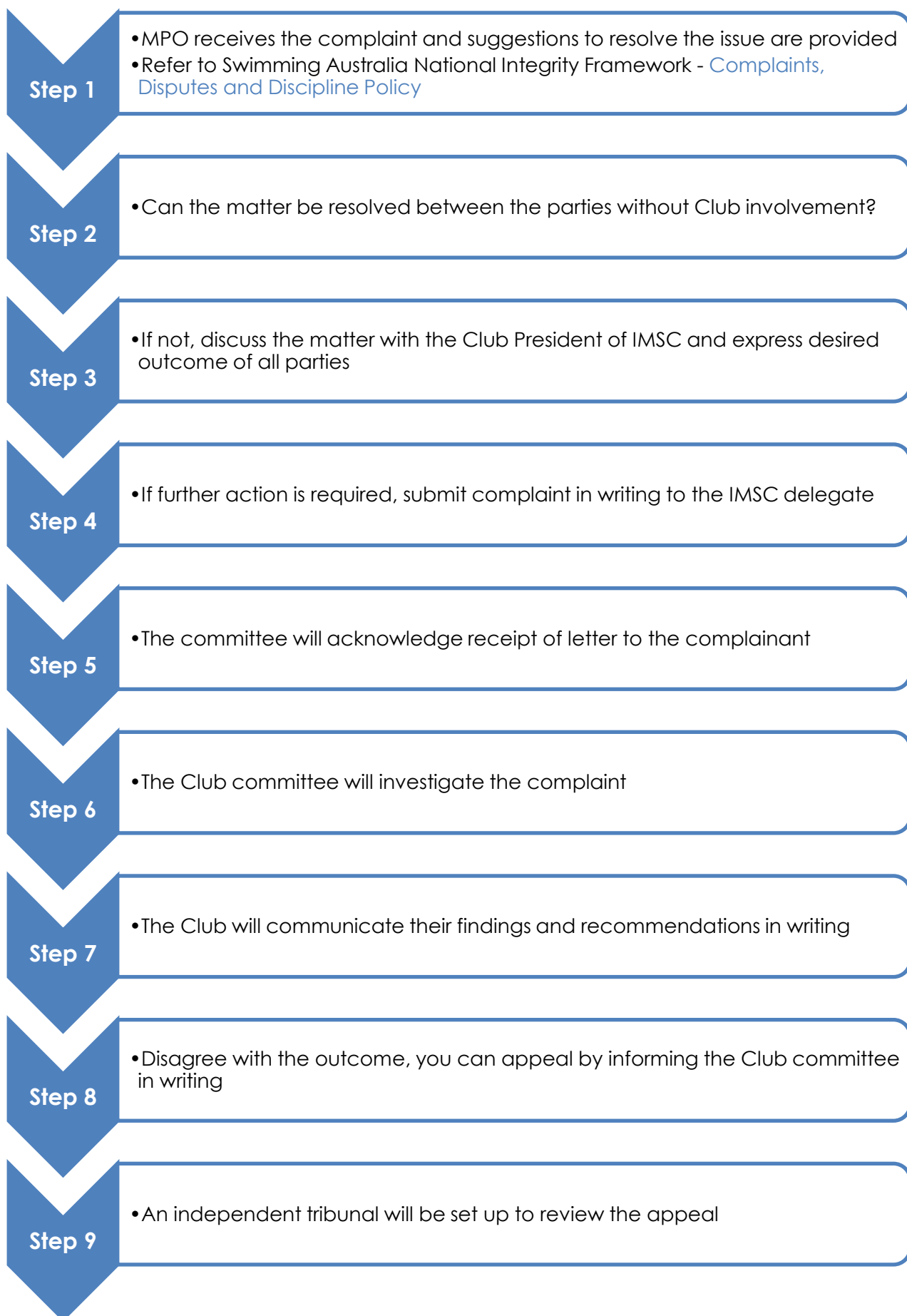
If the complainant wants to appeal the process, findings, and recommendations then they are to inform the Club committee in writing to the President.

STEP 9

An independent tribunal will be set up to review the appeal. The decision of the tribunal is final.

Flowchart

This flow chart provides a step-by-step process on how to manage complaints.



National Integrity Framework – Complaints Handling Process

