

# Complaints Policy



Last Approval Date: 11 September 2025

Review date: 10 September 2026

## PURPOSE AND OBJECTIVES

The Sandgate Redcliffe District Cricket Club (SRDCC) takes all complaints about on and off-field behaviour seriously. SRDCC 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.

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

## COMPLAINT HANDLING PROCESS

All complaints should be addressed to the SRDCC Management Committee, and sent in writing [complaints@gators.org.au](mailto:complaints@gators.org.au). All correspondence will be forwarded to all Management Committee Members.

When a complaint is received by the club, the SRDCC Executive may:

- ask questions to understand the nature and extent of the concern;
- ask the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- where appropriate involve others in the complaints handling process such as the Operations Manager, Director of Cricket, or coaching staff;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

## COMPLAINTS INVESTIGATION AND RESOLUTION

SRDCC takes all complaints seriously will investigate all complaints in a confidential manner. SRDCC will use procedural fairness when undertaking internal investigations into a complaint. Where relevant, SRDCC may discuss the complaint confidentially with outside stakeholders, such as QC or BNJCA, in particular to inform if there is a history of other complaints / similar behaviour;

Complainants will be informed of the outcome of the investigation within a reasonable period of time, and where appropriate SRDCC will work with the complainant in regards to the resolution process.

## DISCIPLINARY SANCTIONS

SRDCC may take disciplinary action against anyone found to have breached our policies or made false and malicious allegations. Any disciplinary measure imposed under our 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.

## RECORD KEEPING

All complaints received will be recorded in the form included in **Appendix 1** of this policy. A confidential database on all complaints will be kept by the Club Secretary. This document will be updated with any responses / actions taken in relation to the complaint. This document will be used as a part of an annual review process, to assess where improvements can be implemented.

## APPENDIX 1: RECORD OF COMPLAINT

|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                   |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| <b>Name of person receiving complaint</b>          |                                                                                                                                                                                                                                                                                                                                                                                                                                  | Date:     /     /                 |
| <b>Complainant's Name</b>                          | _____                                                                                                                                                                                                                                                                                                                                                                                                                            |                                   |
|                                                    | <input type="checkbox"/> Over 18                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/> Under 18 |
| <b>Complainant's contact details</b>               | Phone: _____<br>Email: _____                                                                                                                                                                                                                                                                                                                                                                                                     |                                   |
| <b>Complainant's role/status in Club</b>           | <input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent<br><input type="checkbox"/> Player <input type="checkbox"/> Spectator<br><input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel<br><input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other<br><input type="checkbox"/> Official                                              _____         |                                   |
| <b>Name of person complained about</b>             | _____                                                                                                                                                                                                                                                                                                                                                                                                                            |                                   |
|                                                    | <input type="checkbox"/> Over 18                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/> Under 18 |
| <b>Person complained about role/status in Club</b> | <input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent<br><input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator<br><input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel<br><input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other<br><input type="checkbox"/> Official                                              _____ |                                   |
| <b>Location/event of alleged issue</b>             |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                   |
| <b>Description of alleged issue</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                   |
| <b>Requests for Resolution</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                   |
| <b>Information provided to them</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                   |
| <b>Resolution and/or action taken</b>              |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                   |
| <b>Follow-up action</b>                            |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                   |