

Geraldton Amateur Swimming Club Conflict and Complaint Management

Club Complaint Process

Step 1: Member Protection Information Officer (MPIO) receives the complaint and suggestions to resolve the issue are provided, based on the Club's policies and rules: refer to Swimming Australia Member Welfare Policy and Procedure for information on complaint handling process.

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 Club and express desired outcome of all parties.

Step 4: If further action is required, submit complaint in writing to the Club President. The complaint will be taken as an agenda item at the next committee meeting. Complaints involving Child Abuse refer to Swimming Australia Child Welfare Policy. 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 co-operate 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 is able to be present at the meeting. The support person must not be involved in another complaint or interfere with the investigation process.

Step 6: The Club will communicate their findings and recommendations in writing to all parties.

Step 7: 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 8: An independent tribunal will be set up to review the appeal. The decision of the tribunal is final.