



# Blue Lake Y Swim Club

## Complaints and Investigations Policy

### Receiving and Responding to Complaints

#### KEY PRINCIPLES

It is in everyone's interests for the club to make every effort to resolve complaints and disputes in the most timely and cost effective manner.

Effective complaints handling leads to more engaged membership and continuous improvement of club functions.

The purpose of an investigation of a complaint or possible breach of conduct is to:

- Establish and document relevant facts;
- Reach appropriate conclusions based on the available evidence; and
- Determine a suitable response.

#### DECISIONS WILL BE:

- Reasonably proportionate to the act
- Based on evidence capable of proving the matter;
- Based on relevant matters
- Based on adequate weight to a matter of importance
- Based on the exercise of independent discretion and not under the influence of any third person
- Explained with reasons to affected parties

#### HANDLING COMPLAINTS

People making a complaint want:

- To be listened to and understood;
- To be treated with respect;
- To be given an accurate, coherent and plausible explanation (and an apology where appropriate); and
- Corrective action to be taken.

#### CLUB COMMITMENTS

- **Procedural fairness:**  
Informing people of the case against them;  
Giving them a right to be 'heard' (put their case forward);  
Decision-makers not having a personal interest in the outcome (not being biased); and  
Acting only on proper evidence that is capable of proving the case.

- **Commitment** to the appropriate resolution of complaints demonstrated by adoption of a complaints policy;
- **Publicly available complaints handling information**, in accessible formats relevant to the users, which provides information about the complaint handling system, including strategies to ensure that the complainants are made aware that they may complain;
- **Responsive complaints handling** where the committee have the necessary delegated authority and resources to respond to complaints effectively; and
- **Record-keeping system for complaints handling**, which provides a basis for improving service delivery.
- **Transparency**, by providing:
  - The reasoning behind decisions;
  - Understanding of the extent any facts and arguments presented were understood and taken into consideration.

### **MAKING A COMPLAINT**

A complaint will be clearly communicated to a committee member or directly to our Member Liaison Officer by completing a Blue Lake Y Swim Club Complaint Form, available from the club website. The complaint will be registered with the Member Liaison Officer Shae Kleinig and communicated to the Club President.

### **INVESTIGATION**

1. The Member Liaison Officer will investigate the complaint.
2. **Plan the investigation** – define the subject matter of the investigation (that is, the conduct and issues to be investigated), and identify what questions need to be asked and answered, how to obtain information and what evidence needs to be gathered and ensure that the objectives of the investigation are clearly determined. Clarify the criteria for decision-making.
3. **Obtain evidence** – gather reliable evidence: evidentiary sources include oral evidence from the parties or witnesses, documentary evidence, expert evidence (or technical advice) and site inspections or examination of physical evidence.
4. **Record and report** – record and document all allegations and evidence gathered and consider whether the decision-making should be done by a person other than the investigator, such as the full Committee.
5. **Record the final outcome of any decisions** with the club Secretary and close the complaint by communicating the result with relevant affected parties.

NB: Information contained in this form has been sourced from the Swimming Australia Safe Sport Framework.