



## COMPLAINTS POLICY

**The Belmont Little Athletics Centre expects all athletes, parents and officials to participate in all events in a reasonable manner and will work with all parties to resolve any complaints.**

### Purpose

To define a procedure by which to manage informal and formal complaints made by, or about, any athlete, parent, official or other person connected to the centre.

### Extent of Policy

This policy covers all athletes, parents, officials, family members, committee members and spectators associated with or participating at the Belmont Little Athletics Centre.

### Definitions

Athlete – any athlete who is competing at or on behalf of the Belmont Little Athletics Centre

Club – Any Little Athletics Club which is affiliated with the Belmont Little Athletics Centre for the current season.

Member – Any athlete registered with the Belmont Little Athletics Centre in the current season, their parent/guardian or life member of the Belmont Little Athletics Centre.

Complainant – the person who is making a complaint

Respondent – the person who is the subject of the complaint

Committee – the executive and non executive committee of the Belmont Little Athletics Centre.

Club Manager – A person elected, appointed or chosen by a Little Athletics Club to take on the role of Club Manager.

Arena Manager – A person elected by the Belmont Little Athletics Centre committee to manage the running of the centre on competition days.

### Policy

***If a complaint relates to allegations of Child Abuse, the complainant should report the allegation directly to the police and to the Chair or another member of the Belmont Little Athletics Centre Committee who will then contact the police on behalf of the complainant.***

When a person has a complaint, they should initially attempt to resolve the problem directly with the person involved. It can be helpful if the complainant engages the support of their Club Manager to act as an advocate in resolving matters in the first instance. Club Managers are encouraged to discuss more simple matters directly with club managers from other clubs to resolve issues on a face to face basis.

If a direct approach does not produce a satisfactory outcome or is not possible or reasonable, the complainant, with the support of the club manager, can approach the Arena Manager for advice on management of the matter.

If approaching the club directly and speaking to the Arena Manager does not lead to a resolution, the complaint (with the support of the Club Manager) should notify the Chair or the Executive Officer and make a complaint.

In the event of receiving a formal or informal complaint, the executive will follow the procedures as outlined in the Athletics West Member Protection Policy 2016.

At the conclusion of the complaint procedures, a recommendation will be made to the Executive which will then be voted on by the Executive. The Executive may choose to agree with the recommendation, disagree with the recommendation or agree in part to the recommendation.

If the investigation or complaint relates to a member of the Executive, either as a complainant or respondent, that person must excuse themselves from the part of the meeting or meetings where the matter is being discussed and decided upon.

All forms and documentation of the investigation will be kept confidential unless released with the complainant's consent, except if required by law or if required in order to adequately resolve the matter.

If a respondent to a complaint, after having been given the opportunity to respond to the complaint and no fewer than two reminders has still not provided a written response within 28 days of receiving the complaint, without reasonable excuse, the executive may choose to reach a conclusion to the matter without the response of that person.