



COMPLAINTS POLICY

PURPOSE AND OBJECTIVES

The Southern Rangers Cricket Club takes all complaints about on and off-field behaviour seriously. SRCC will handle complaints based on the principles of procedural fairness, and ensure:

- All complaints are be 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; and
- Any penalties imposed will be reasonable. If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then SRCC 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 sent in writing to the Club Administrator, admin@southernrangers.com.au. When a complaint is received by the club, the Club Administrator 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 forward the complaints handling process on to Club President or Club Secretary
- Inform the relevant government authorities and/or police, if required by law to do so;

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 antidiscrimination commission or other external agency.

Southern Rangers takes all complaints seriously will investigate all complaints in a confidential manner. SRCC will use procedural fairness when undertaking internal investigations into a complaint. Where relevant, SRCC may discuss the complaint confidentially with outside stakeholders, such as Cricket Victoria or VSCA, 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 SRCC will work with the complainant in regard to the resolution process.

DISCIPLINARY SANCTIONS

Southern Rangers Cricket Club may take disciplinary action against anyone found to have breached our policy or made false and malicious allegations.

Any disciplinary measure imposed under our policy 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;
- be determined by our constituent documents, by Laws and/or the rules of the game.