



GRIEVANCES/COMPLAINTS PROCEDURE

1. Purpose

This procedure provides guidance to people who wish to make a complaint.

This procedure is intended to ensure that we handle complaints fairly, efficiently and consistently. This procedure will enable us to respond to issues raised by people in a timely and effective way, and for people to have confidence in the way we handle and administer complaints and grievances.

2. Process

Any formal complaints/grievances to be made shall be in writing, signed by the complainant(s) and submitted to the Committee for consideration. The result of the Committee's decision shall be communicated in writing to the Complainant(s) in accordance with the Association's Complaints and Grievance Policy.

2.1 Responsibilities of Complainants

- Submit a written complaint to the secretary. Written complaint must include the following:
 - Clear and truthful details of complaint.
 - Names of persons involved including witnesses (if any).
 - When and where incident/s took place.
 - Any other relevant information in relation to complaint.
 - Any outcome that you may deem acceptable if complaint is proved (not mandatory)
- Make themselves available for any investigation or questioning as required
- Accept outcome of investigation
- If Complainant is unhappy with the outcome of the investigation, they may have the matter reviewed.

2.2 Responsibilities of Association

- Secretary having received notice of a complaint is to inform the President and RUM.
- Secretary to acknowledge receipt of formal complaint in writing.
- Executive Committee to decide on how to proceed with the matter or set up an investigation committee using neutral parties within, or if necessary from outside the association (1-3 persons as deemed necessary).
- Inform all parties an investigation has commenced and by whom.
- Once the investigation is completed inform all parties of the outcome/s and if required, any further action to be taken.
- Table all paperwork for ratification at the next available meeting of the executive committee.
- Setup review procedures if required.

2.3 Responsibilities of investigation officer/s

- If an investigation officer thinks there is a conflict of interest, they must inform the committee immediately and step down from the investigation.
- Once accepting the investigation, setup times for questioning of all relevant parties to complaint and where necessary allow junior members to have parent/guardian present on questioning.



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- Once investigation has been completed submit results and recommendations to committee.
- Personal thoughts in regard to truthfulness to questioning of individuals are allowable if it has a bearing on results and recommendations.
- The investigation will take as long as deemed necessary dependant on availability of members.
- Those being questioned in relation to the complaint are to be allowed a support person in attendance. That support person is not to participate in the questioning and responses. In the case of a junior that person should be a parent and the junior is not to be spoken to unless a suitable adult is present.
- Any person not making themselves available for questioning will be referred to the committee for further disciplinary action if necessary.
- At all times the member defending the complaint must be deemed innocent unless the results of the investigation prove otherwise.
- At any time during an investigation process it is deemed that police or legal action maybe required the investigation is to be paused and complainant and committee informed of this in writing. All investigative notes will be made available (if requested) to relevant parties.

3. Disciplinary procedures

3.1 To be actioned in accordance with Clause 12 of the AFLTUA Constitution

4. General Meeting to Decide Appeal

4.1 To be actioned in accordance with Clause 14 of the AFLTUA Constitution

5. Monitoring and evaluating the procedure

This procedure will be reviewed annually, or as required.