

COMPLAINTS HANDLING POLICY

POLICY 20

Introduction and Purpose

Western Suburbs District Cricket Club (WSDCC) is community sporting organisation committed to treating complaints seriously by addressing all complaints quickly and appropriately. WSDCC will protect the rights of the complainant and treating all parties with respect.

The purpose of this Policy is to provide members directions in how to address complaints related to our Club.

WSDCC Members Protection Policy outlines the manner and principles WSDCC manages complaints and in particular, WSDCC will ensure all complaints are handled fairly, efficiently and courteously.

Complaint lodgement

Informal complaints

For complaints related to general matters such as facilities, services, programs, selections etc, WSDCC encourages members to consider making an informal complaint in person to the relevant Committee or Coaching member. For example the Club Selection Policy has a relevant process to follow.

If a complainant is not comfortable in speaking directly to a relevant Committee or Coaching representative or if they are unable to resolve their complaint informally, a formal complaint should be lodged.

Formal complaints

A formal complaint may be lodged in person to our Club Administrator admin@westsdcc.cricket. This role also acts as WSDCC Child Safety Officer, refer to Club operations on our Website – link here - <https://westsdcc.cricket/looking-after-our-kids/>.

Please note anonymous complaints are accepted where enough information is provided to conduct an assessment of the issues. Where an anonymous complaint is made, no final determination will be provided to the complainant.

Further note, WSDCC will conduct matters about Child Safety in accordance with our “Looking After Our Kids” process. In accordance with this WSDCC will be flexible when dealing with complaints from vulnerable complainants such as a child and young persons, as well as persons with a disability or those from a culturally or linguistically diverse backgrounds.

