

Northern Suburbs Table Tennis League (NSTTL) Inc.

Complaint and Grievance Handling Procedures

Version 1.0 approved 05/03/2020

This document includes NSTTL complaint procedures for breaches of the NSTTL Code of Conduct.



This document outlines the process of making a complaint and how complaints are handled at the NSTTL.

The NSTTL will support all members participating in a safe environment, develop friendships and to have fun in accordance the League's Code of Conduct. No person should be subjected to discrimination, harassment or abuse. If you believe this behaviour is occurring, you have every right to make a complaint.

- Members have a range of options available to them for dealing with complaints including:
 - **trying** to sort the matter out yourself prior to submitting a formal complaint under these procedures;
 - **lodging** a formal written complaint (see NSTTL website or attachment 1);
 - **appealing** to the Complaints and Grievance Handling Committee if you believe the outcome was biased, you have been denied natural justice or the process didn't follow our club's procedures;
 - **referring** or lodging a complaint with an external authority (e.g. police, child protection or anti-discrimination agency).

Generally you have a choice in how you would like your complaint dealt with. In some cases though, the club may have a duty of care and be required to act, irrespective of how you would like the complaint handled (e.g. if a child is believed at risk of harm).

If you need advice regarding the options available to you, it may be worth speaking with the Member Protection Information Officer (MPIO). The MPIO can provide advice on the options available to resolve a Code of Conduct issue but is not involved in the formal complaints handling process and the current MPIOs can be found on the NSTTL website.

How to make a formal complaint

If you wish to make a formal written complaint you must do the following:

- Complete a complaints form (found on the NSTTL website and attached to this document) and submit it to the NSTTL Management Committee at NSTTL@outlook.com or posted to Post Office Box 49, Glenorchy TAS 7010.
- The Board will receive all complaints and refer them to the Complaints and Grievance Handling Committee (CGHC) for resolution.
- The CGHC consists of two members of the NSTTL Management Committee and two other (non-NSTTL Management Committee) members of the NSTTL.

How complaints are handled

- The CGHC receives all formal complaints and actions them.
- CHGC members should not be involved in resolution of complaints where they are personally involved in the issue at hand.
- One a complaint is received, the CGHC must consider all facts of the complaint and ensure that all parties (complainant, the alleged offender, and where relevant witnesses) have an opportunity to provide their version of events.
- The CGHC is responsible for deciding an appropriate course of action to resolve the complaint (see below).
- The CGHC must inform affected parties and the NSTTL. Management Committee of actions taken in regard to a complaint and must provide affected parties with a copy of the Code of Conduct, these procedures, and the option for an affected party to dispute the action taken.
- The CGHC must keep a record of all complaints received and actions taken to resolved complaints.

Actions that may be taken to resolve complaints

The CGHC has discretion on how it resolves complaints depending on the nature of the complaint. Actions can include:

- Not pursuing the complaint any further.
- Pursuing the complaint.

If a complaint is pursued the CGHC may do the following (commensurate with the nature of the complaint):

Informal warnings

- The CHGC may issue an informal warning to the member that they have breached the Code and that that further breaches may result in further action (including a formal warning). This may occur in cases of relatively minor breaches of the code of conduct or where the player has not previously breached the Code.

Formal warnings

- The CHGC may issue written formal warnings to member/s that they have breached the Code of Conduct and should not continue to do so, or further action may be taken (including a suspension). This may occur in cases of more serious breaches of the Code or where a player has already received an informal warning for prior breaches.
- A formal warning may also request the player to apologise for their actions to affected persons.

Probations

- If a **formal warning** has previously been sent to the member in the last 12 months, the CHGC may issue a probation period to the player, of terms at the CHGC's choosing, stating that further breaches of the Code of Conduct may lead to a suspension or termination of their membership.
- A probation may be issued without a former formal warning in rare circumstances where a particularly serious breach of the code has occurred, and where the issue not sufficiently serious to warrant suspension or termination of membership (see below).

Suspensions and termination of NSTTL membership

Where there is a clear and very serious breach of the Code of Conduct, or where a player on a probation period continues to act poorly, the CGHC may:

- Recommend to the NSTTL Management Committee that the player's membership should be suspended for some or all of the NSTTL activities for a period determined by the CGHC that is commensurate with the severity of the breach of the Code of Conduct.
- Recommend to NSTTL Management Committee that the offenders NSTTL membership should be terminated in accordance with the provisions of the NSTTL constitution.

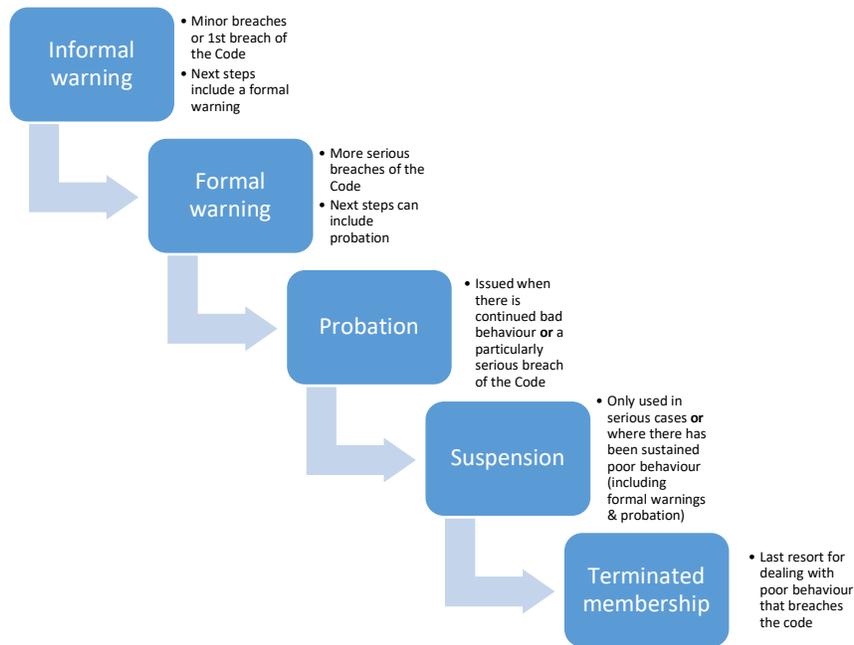
The NSTTL Management Committee will hold a special meeting to determine whether suspensions or terminations should proceed, with these actions to be an absolute last resort for dealing with breaches of the Code.

Dispute

An affected party may lodge a dispute of the decision taken in relation to the complaint within 14 days of an action from the CGHC. Disputes should be submitted in writing to the NSTTL Management Committee at

NSTTL@outlook.com or Post Office Box 49, Glenorchy TAS 7010. The NSTTL Management Committee must hold a meeting to decide an appropriate course of action when an appeal is lodged and this decision is final and cannot be disputed (within the confines of these procedures).

The infographic below shows an **indicative** scale of actions the CGHC can take or recommend to pursue a complaint:



In general, members of the NSTTL should be provided with multiple opportunities to reform bad behaviour including through appropriate warnings and a fair, transparent complaints handling process as outlined in these procedures.

What to expect

Discrimination, harassment and inappropriate or unfair behaviour or failing to observe the NSTTL Code of Conduct, do not support a positive organisational culture.

NSTTL and the CGHC will therefore:

- **Take** all complaints seriously and act promptly
- **Listen** to both sides of the story
- **Treat** people fairly (e.g. not take sides and focus on the facts)
- **Keep** everyone informed
- **Maintain** confidentiality
- **Take** disciplinary action appropriate to the breach of the Code of Conduct
- **Make sure** the person complaining is not victimised
- **Ensure** that persons who breach the Code of Conduct are given ample opportunity to reform their ways

If you decide to make a complaint you can generally expect to be:

- **Identified** (but only to the person against whom you are making the complaint, the NSTTL Management Committee, the CGHC, and where relevant the MPIO - the rest of the club, unless required, will not be told)
- **Requested** to support your complaint by providing information about the incident e.g. what, where and when the behaviour occurred and what you did at the time, the contact details of any witnesses any evidence or documents e.g. emails, text messages
- **Protected** from victimisation.



Northern Suburbs Table Tennis Association

Formal complaint form

A person wishing to lodge a complaint against a player for breaching the NSTTL Code of Conduct must complete this form and submit it to the NSTTL Management Committee at NSTTL@outlook.com or by post to Post Office Box 49, Glenorchy TAS 7010 at the earliest opportunity. Complaints will be handled in accordance with Code of Conduct, the Complaint and Grievance Handling Procedures, and the NSTTL Constitution.

Person reported	
Date and time the issue occurred	
Nature of the complaint eg offensive language	
Details of what occurred including location.	
Name of the person making the complaint:	
Contact details:	
Witnesses:	
Date of completing this form:	