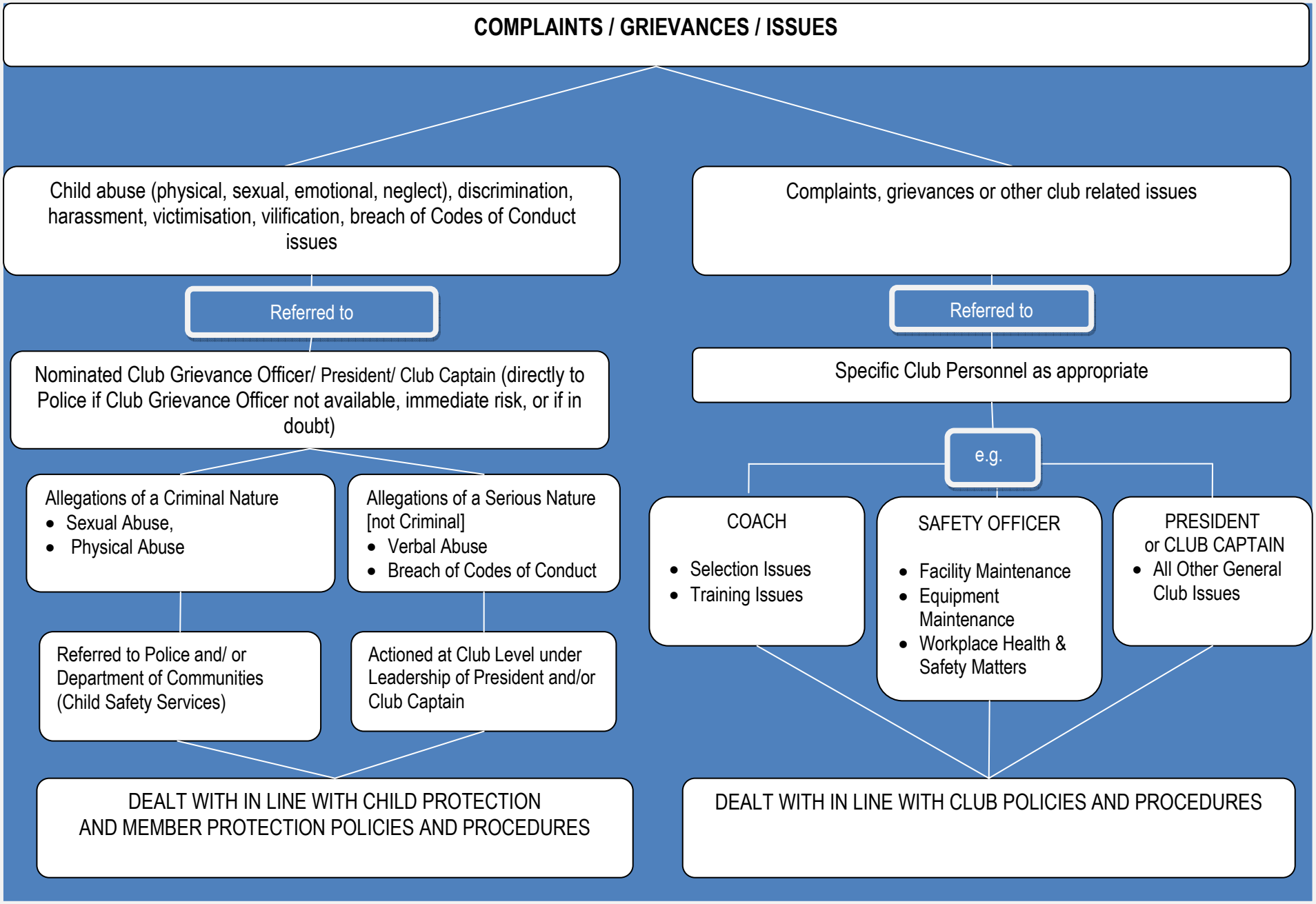
COMPLAINTS / GRIEVANCES / ISSUES
Child abuse (physical, sexual, emotional, neglect), discrimination, harassment, victimisation, vilification, breach of Codes of Conduct issues
Referred to
Nominated Club Grievance Officer/ President/ Club Captain (directly to Police if Club Grievance Officer not available, immediate risk, or if in doubt)
Allegations of a Criminal Nature
• Sexual Abuse,
• Physical Abuse
Allegations of a Serious Nature [not Criminal]
• Verbal Abuse
• Breach of Codes of Conduct
Referred to Police and/ or Department of Communities (Child Safety Services)
Actioned at Club Level under Leadership of President and/or Club Captain
DEALT WITH IN LINE WITH CHILD PROTECTION AND MEMBER PROTECTION POLICIES AND PROCEDURES
Complaints, grievances or other club related issues
Referred to
Specific Club Personnel as appropriate
e.g.
COACH
• Selection Issues
• Training Issues
SAFETY OFFICER
• Facility Maintenance
• Equipment Maintenance
• Workplace Health & Safety Matters
PRESIDENT or CLUB CAPTAIN
• All Other General Club Issues
DEALT WITH IN LINE WITH CLUB POLICIES AND PROCEDURES