



CRICKET IPSWICH INC.

(Inc. No. IA59693)

Complaints Procedure

Issue 1.1

30th April 2021

Issue History

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1. COMPLAINT POLICY

1.1 Reference Material

This document is a summary of the key point to follow for all complaint handling. This procedure is not intended to replace the Judiciary process.

Further detailed information can be found at the following approved websites:-

1. <https://www.qld.gov.au/recreation/sports/club-support/rules-regulations>
2. <https://www.playbytherules.net.au/complaints-handling>

1.2 Complaint Handling Principles

It is important that handling of complaints is fair, just and transparent. The following principles should apply: -

1. Treat complaints seriously;
2. Act promptly;
3. Treat people fairly and listen to both sides of the story;
4. Remain neutral;
5. Keep parties to the complaint informed;
6. Maintain confidentiality;
7. Protect against victimisation;
8. Keep accurate records;
9. Make decisions based only on information gathered and not personal views;
10. Disciplinary action should be relative to the breach.

1.3 Complaint Handling Process

When a complaint is received by the CRICKET IPSWICH INC., the person receiving the complaint will: -

1. Ask questions to understand the nature and extent of the concern;
2. Ask the complainant how they would like their concern to be resolved;
3. Explain the different options available to help resolve the complainant's concern.

Minor complaints can be handled informally between the person making the complaint and the other party involved. More serious complaints may require a mediator to help find a resolution.

Dealing with complaints involves talking to the people involved and listening to their respective sides of the story. Before you take this step, think about the best way of organising the meeting, how the people involved might respond and what you can do to manage the situation in a fair and impartial manner. Below are some tips to help prepare for the meeting:

1. Put yourself in the place of the people involved.
2. Think about what you're going to say and how you're going to say it.
3. Consider how the issue relates to your association/club's policies and codes of behaviour.
4. Recognise that different people will probably want different things.
5. Don't be defensive or allow yourself to be pressured into a particular course of action.
6. Be clear about how you will manage expectations about the complaint process and outcomes.
7. If a person wants help but doesn't want to be identified:
 - a. Explain that you may be limited in what you can do.
 - b. Explore their reluctance: they may be fearful of victimisation or other repercussions.
 - c. Check if they'd be more comfortable talking to someone else in the club.
 - d. Explain that they can go to an outside body.
 - e. Explain that you'll ensure codes of behaviour and other policies are reinforced.
 - f. Seek advice from the appropriate authority if the matter is very serious e.g., suspected child abuse, physical or sexual assault.
 - g. Monitor and review the situation.
8. If a person insists on immediate disciplinary measures let them know that:
 - a. Everyone has the right to a fair hearing. This means people are 'innocent until proven guilty' and that they have the right to tell their side of the story.
 - b. Make sure the person understands the association/club's complaint procedures and let them know that they can go to an outside body if they're unhappy with the process.
 - c. If the complaint is serious, consider moving the person against whom the complaint has been made to another position that does not involve contact with children, young people or the person making the complaint. Alternatively, you may wish to allocate extra personnel to provide support/supervision as the person being investigated goes about their role.
 - d. Explain that no one should be victimised as a result of this process.
9. If you have a conflict of interest (e.g. you are related to the person being complained about) remove yourself from the process.
 - a. Declare that you have a conflict of interest.
 - b. Arrange for someone else with authority in your association/club to deal with the complaint.
 - c. Let the person know where they can get help.
10. Remember: the safety of club members should be your first priority, particularly if the complaint involves possible child abuse.

Making a complaint can be very difficult. The person making the complaint may be:

1. Angry, upset, afraid, hostile, or concerned that they'll get a reputation as a trouble-maker;
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2. Fearful that there may be retaliation because they've made a complaint;
3. Uncomfortable about discussing their concerns;
4. Concerned that little may change as a result of meeting with you;
5. Defensive, particularly if the person against whom they are complaining is another club official.

Think about the accused, the person against whom the complaint has been made may:

1. React with shock;
2. Be angry;
3. Deny the allegation;
4. Threaten to resign or leave the association/club;
5. Fear that a complaint will impact on their reputation and standing within the association/club;
6. Threaten legal action.

1.3.1 Informal process:

1. Provide more information to the person complaining (e.g., to clarify policies and procedures);
2. Suggest the person complaining talks directly with the person being complained about;
3. Meet with the person being complained about;
4. Hold an informal meeting with those involved in the complaint.

1.3.2 Formal process:

1. Mediation;
2. Management Committee hearing & decision;
3. Escalation to SEQ Cricket or Qld Cricket (e.g. if the complaint requires formal investigation);
4. Referral to an external agency (e.g., anti-discrimination agency).

2. COMPLAINTS PROCEDURE

2.1 Lodging the Complaint

1. Any player (including parents or guardian), club official or supporter may lodge a report using the form as per 3. Complaint Form.
2. All reports must be lodged not later than 7.30pm, two (2) days following the completion of the fixture with the Cricket Ipswich Secretary (Secretary@cricketipswich.org.au).
3. Any club referred to in any report must be advised by the Secretary by 7.30pm two (2) days following receipt of the incident report.
4. All parties involved will be given the right of reply, and replies must be provided to the Secretary of Cricket Ipswich by 7.30pm two (2) days following the notification of the incident to the club.
5. A Panel of 3 members will be appointed by the Cricket Ipswich Management Committee to review each incident. These members will be from the Cricket Ipswich Committee and the Cricket Ipswich Club Delegates.
6. The Panel may: -
 - a. Decide no further action is required;
 - b. Provide written recommendations to all parties involved;
 - c. Conduct interviews with all parties involved;
 - d. Refer the matter to the Judiciary (If an incident is referred to the Judiciary, it will be deemed to have been done so within any time constraint relating to matters referred to the judiciary.).
7. Where interviews are required the panel will:
 - a. Interview the party lodging the incident report first.
 - b. Parties are to be interviewed separately, and no cross examination is permitted.
 - c. Any person/s required to appear before the panel may have one other member from their club with them.
 - d. The panel must give three (3) days' notice to all parties of interviews being required, and advise the time and location of interviews.
 - e. Interviews are to be held within fourteen (14) days of the complaint being received.
 - f. Parties refusing to attend an interview will be referred to the judiciary for a level 1 breach of the code of conduct relating to "conduct detrimental to the game".
 - g. At the conclusion of the interviews the panel will prepare a written report with recommendations of expected behaviour that relate to the specific incident.
8. The panel will advise the Cricket Ipswich Secretary of the outcome in writing, who will then advise the clubs concerned.

3. COMPLAINT FORM

All complaints must be received using the following form which can be found on our website:

Date of Incident:	
Location of Incident:	
Fixture Details:	
Description of the Incident / Complaint:	
Person/s Involved:	
Complaint lodged by:	
Date Lodged:	