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**Club Policy**

Concerns and Complaints Policy

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| Purpose: | To ensure that any concerns and complaints are managed through consistent andtransparent processes. |
| Background: | At times club members may not agree. Clear communication and processes forresolution will help resolve most issues if they arise.  |
| Procedures: | **Complaint Process*** Anyone with a concern or complaint should discuss the matter with the person or persons involved as soon as possible.
* If direct discussion is not successful or possible then raise the concern/complaint with the appropriate club member responsible for the area of concern (e.g., Patrol Captain, Coach, Team Manager, Club Captain, Committee member) who will follow-up with the member/s.
* If this discussion is not possible, or does not result in a resolution, submit a written concern/complaint to the Club Chair. In the event of an issue concerning the Club Chair, submit a written, formal concern/complaint to the Club Captain.
* If a person wishes to remain anonymous in making the complaint, this will be adhered as much as practicable on a case-by-case basis.
* Written complaints against another member or WSLSC will be investigated.
* Any member against whom a complaint has been made must be made aware of the complaint and must be given a right of reply and fair hearing.
* Any complaint raised by or against a member under the age of 18 requires a

parent or guardian to be present during any discussions of the matter.* The formal concern/complaint will be dealt with in-committee or an external

agency will be referred to for serious issues like risk of harm to others. In certain situations that require confidentiality, discussions with a limitedgroup of the committee may be necessary.* The committee, or a sub-committee, will discuss the evidence resulting from the investigation and decide on a course of action.
* Formally investigated complaints will be documented with minutes of

meetings and actions recorded.* All parties will be informed of the outcomes/decision(s) in writing.
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