****

**Club Policy**

Concerns and Complaints Policy

|  |  |
| --- | --- |
| Purpose: | To ensure that any concerns and complaints are managed through consistent and  transparent processes. |
| Background: | At times club members may not agree. Clear communication and processes for  resolution 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 limited  group 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. |