

SOUTHERN DISTRICT CRICKET CLUB

Complaints procedure



The Southern District Cricket Club has adopted and endorsed SACA's Affiliates and Club Protection Policy and shall follow the steps outlined under Section 6 when regarding complaints, both informal and formal. A full version of this policy can be found at <https://www.saca.com.au/about/about/policies>.

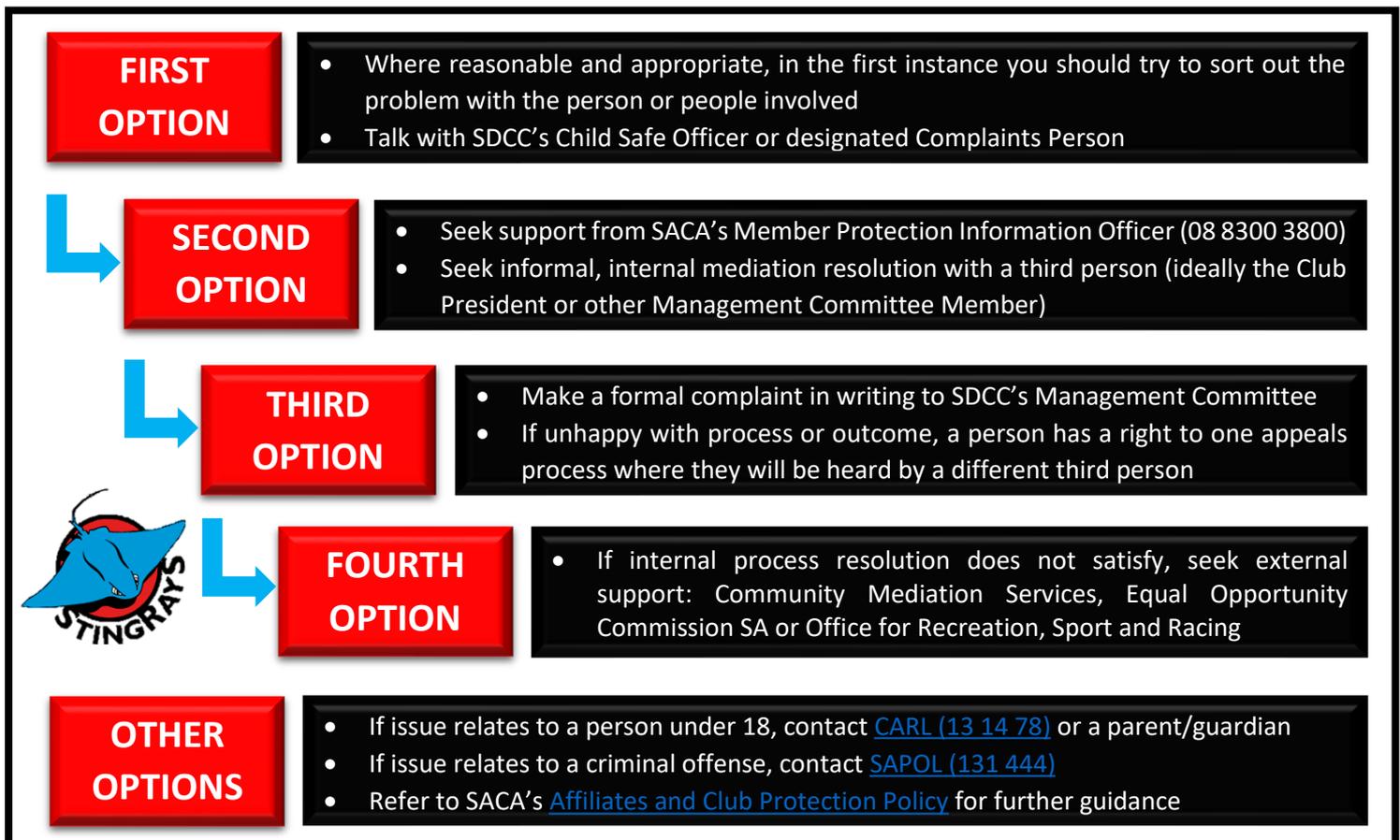
The Southern District Cricket Club aims to provide a simple procedure for complaints based on the principles of procedural fairness (natural justice). Any person (a complainant) may report a complaint about a person/s or organisation (respondent). Such complaints should be reported to the Management Committee Southern District Cricket Club. Procedural fairness (natural justice) means that the Southern District Cricket Club is required to provide the person/people you have complained about with the full details of the complaint, so they have a fair chance to respond.

In accordance with SACA's policy, the lowest level at which a matter can be dealt with shall always be preferred. Therefore, if a complaint relates to behaviour or an incident that occurred at the club level or involves people operating at the club level, and then the complaint should be reported to and handled by the relevant club in the first instance.

A complaint may be dealt with informally or formally. The person with the complaint usually decides this unless the Management Committee considers that complaint falls outside SACA's policy and would be better dealt with another way and/or the law requires the complaint/allegation to be reported to an appropriate authority. Individual and organisations may also pursue their complaint externally under antidiscrimination and other relevant legislation. All complaints will be dealt with promptly, seriously, sensitively and confidentially. Full complaint handling procedures are outlined in SACA's policy from page 13.

Complaints Flowchart

Ideally, start with the first option and, if unsuccessful, unsatisfied or unresolved, move to the next option.



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Resolving complaints: A step-by-step

FIRST OPTION

- Where reasonable and appropriate, in the first instance you should try to sort out the problem with the person or people involved
- Talk with SDCC's Child Safe Officer or designated Complaints Person

- The person with the complaint tries to resolve the problem directly with the person who has upset them. Self-management of complaints can quickly resolve many lower level and 'accidental' issues.
- Speak to the club's appointed Child Safe Officer or appointed Complaints Person who are available to listen and provide options, based on SACA's Affiliates and Club Protection Policy.

SECOND OPTION

- Seek support from SACA's Member Protection Information Officer (08 8300 3800)
- Seek informal, internal mediation resolution with a third person (ideally the Club President or other Management Committee Member)

- The Member Protection Information Officer (MPIO) is available to provide assistance, listen and provide options to the person with the complaint when they:
 - have not been able to sort out the problem themselves
 - are unsure how to handle the problem
 - want to talk about the problem and get some more information about what to do
 - continue to experience the problem after approaching the other person or people involved
- After talking with an MPIO, the person with the complaint may decide:
 - there is no problem
 - the problem is minor and that they do not want to proceed with the matter
 - to try and work out their own resolution, with or without support
 - seek informal mediated resolution with the help of a third person

THIRD OPTION

- Make a formal complaint in writing to SDCC's Management Committee
- If unhappy with process or outcome, a person has a right to one appeals process where they will be heard by a different third person

- If the complaint has not been resolved, the person with the complaint may decide to write a formal complaint to the SDCC Management Committee. A formal complaint is most appropriate when:
 - matters have not been satisfactorily resolved at the informal level
 - matters involve serious allegations
 - the other person denies the allegations
 - the person or people being complained about are more senior than the person with the complaint
- If the person with the complaint or the person complained about is not happy with the process or outcome of the investigation, or any recommended mediation does not result in a mutually acceptable solution, then either party is entitled to **one (1) appeal**. In an appeals process, the complaint is reheard by a different investigator and the decision is reviewed.

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FOURTH OPTION

- Seek support through Community Mediation Services, Play By The Rules, Equal Opportunity Commission SA (1800 188 163) or Office for Recreation, Sport and Racing (1300 714 990)

- If the internal complaint resolution procedure does not achieve a satisfactory resolution or outcome, or if the person with the complaint believes it would be impossible to get an impartial resolution within SDCC, they may approach an external body (such as an anti-discrimination agency) for advice or to lodge a complaint at any time during the process

OTHER OPTIONS

- If issue relates to a person under 18, contact [CARL \(13 14 78\)](#) or a parent/guardian
- If issue relates to a criminal offense, contact [SAPOL \(131 444\)](#)
- Refer to SACA's [Affiliates and Club Protection Policy](#) for further guidance

- **Note:** SA law states that designated individuals must report allegations or suspected incidents of child abuse. If unsure of your requirements, contact CARL (Child Abuse Report Line) or SAPOL.

Policies and codes

Effective Monday 19 October 2020, the Southern District Cricket Club Management Committee have endorsed and adopted:

- Australian Cricket's Policy for Safeguarding Children and Young People, Australian Cricket's Looking After Our Kids Code of Behaviour for Affiliated Associations and Clubs, and Australian Cricket's Commitment to Safeguarding Children and Young People, available at: <https://www.cricketaustralia.com.au/about/safeguarding/safeguarding-kids>
- South Australian Cricket Association's Affiliates and Club Protection Policy and Safeguarding Children and Young People Policy, available at: <https://www.saca.com.au/about/about/policies>

Contacts

- Southern District Cricket Club: secretarysoutherndcc@gmail.com
- South Australian Cricket Association: cricket@saca.com.au or 08 8300 3800
- CARL (Child Abuse Report Line): 13 14 78
- SA Police: 131 444