



## **Riverton Aquanauts Member Protection Policy & Complaints Handling Procedure**

### **Member Protection:**

Riverton Aquanauts Swimming Club is fully committed to the protection of children, young people and our members and we are aligned with the six principles described in the [National Integrity Framework](#).

The Member Protection Policy specifically details prohibited conduct in relation to abuse, bullying, harassment, sexual misconduct, discrimination, victimisation and vilification. The Swimming WA Member Protection Policy is available from the Swimming WA website [here](#).

The Member Protection Officer (MPIO) is the first point of contact for any complaints, concerns or conflicts a member wishes to raise. The MPIO can explain member rights and responsibilities under the policy and law, and matters discussed with the MPIO are kept confidential (with the exception of mandatory reporting).

It is important that the MPIO is the first point of contact for any concerns so that they can be dealt with quickly & correctly, and/or referred to the appropriate committee member or SWA representative if required. This ensures that any concerns are addressed without delay and a satisfactory resolution reached as soon as practical.

**The Member Protection Officer can be contacted on [memberprotection@rivertonaquanauts.org](mailto:memberprotection@rivertonaquanauts.org) and the President can be contacted at [president@rivertonaquanauts.org](mailto:president@rivertonaquanauts.org)**

### **Complaints & Grievance Handling:**

As a rule of thumb less serious complaints (for example, a coach who shows favouritism to their child in team selection) lend themselves to being resolved quickly and informally.

In the first instance, you may like to raise your concern with our Member Protection Officer or President.

Initial complaints resolution options include:

- provide more information to the person complaining (e.g. to clarify club policies and procedures)
- suggest the person with the complaint talks directly with the person whom the complaint is about
- meet with the person being complained about
- hold an informal meeting with those involved in the complaint.

The Committee can:

- provide leadership and promote inclusive practices.
- raise awareness of the Member Protection Policy, Inclusion Policy and Code of Conduct that makes clear the behavioural standards of the club.
- promote fair, tolerant and inclusive practices throughout the club e.g., in newsletters, on your website, via the club's Code of Conduct.
- publicise complaint handling process/grievance procedure to all club members.

Coaches, members and volunteers can:

- provide leadership to your team – remember, the behaviour you walk past is the behaviour you accept.
- reinforce the club's Code of Conduct, Code of Ethics and its policy on discrimination and harassment
- ask the management committee to look at ways of making the club more inclusive.
- act quickly if you see breaches of behaviour and discuss the implications of the act and possible consequences with the person/s concerned. If the behaviour continues, raise it with the President or a committee member and seek their involvement to resolve the problem.
- monitor the situation and take further action if required.

If the complaint is deemed to fall under the National integrity Framework of Complaints, Disputes and Disciplinary Policy involving individuals or organisations engaging in prohibited conduct, your complaint will be referred for independent assessment through Sport Integrity Australia. Our Member Protection Officer can assist with the referral process. The policy provides several options to resolve an issue including Alternative Dispute Resolution, Breach Offer or Hearing Tribunal.

The full Complaints, Disputes & Discipline Policy can be found here:

<https://swimmingausprd.wpengine.com/wp-content/uploads/NIF-Complaints-Disputes-and-Discipline-Policy-2023-SIA-Approved.pdf>

## Resolving Complaints: A step-by-step guide

The following information is copied from the Play by the Rules Fact Sheet. Riverton Aquanauts Swimming Club align with this process.

There are several options provided to the person lodging a complaint.

### Step 1: Self-Management

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.

### Step 2: Obtaining information and support

If a complainant:

- has not been able to sort out the problem themselves
- is not sure how to handle the problem
- wants to talk about the problem and get some more information about what to do
- continues to experience the problem after approaching the other person or people involved

then the Member Protection Information Officer or someone else with authority in the sporting body is available to provide assistance to listen and provide options (based on the complaints procedures and Member Protection Policy).

**Note:** State/territory laws state that designated individuals must report allegations or suspected incidents of child abuse. If unsure of your requirements, contact your local child protection agency or the police to seek advice.

### Step 3: Informal internal process (low-level resolution)

After talking with a Member Protection Information Officer or someone else with authority in the sporting body, the person with the complaint may decide:

- there is not 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
- to seek an informal mediated resolution with the help of a third person such as a mediator or official.

### Step 4: Formal internal process (written complaint and internal investigation)

If the complaint has not been resolved, the complainant may decide to write a formal complaint to the management committee or board of the club or managing body.

## Document Control

### Document Revision History

Version	Date	Author	Approver	Comments
1.0	2 June 2024	K Smith		