

Complaint Handling Policy Summary

Child Abuse Allegations

The reporting procedure which must take place in the event of an allegation of Child Abuse is set out in the Safeguarding Children Code of Conduct and TA Member Protection Policy.

For allegations not relating to child abuse (Steps 1 to 6 below)

Step 1: Self-Management

Respectfully tell the person who is the cause of the complaint how you feel and give them a chance to stop or change what they are doing or explain their actions and why.

Step 2: Obtaining information and support

If the complaint remains unresolved, the BTC Member Protection Information Officer (mpio@bundooratennisclub.com.au) is available to listen to your Complaint and provide options on how it can be resolved.

Step 3: Informal internal low level resolution process

Informal procedures like observation, counselling, mediation or education are appropriate when the allegations are less serious, the allegations are admitted, the relationships are important to maintain, the complainant prefers an informal option, or the behaviour has been observed.

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

If a Complaint has not resolved, the person with the Complaint may decide to write a formal complaint to the BTC Committee or the BTC MPIO (mpio@bundooratennisclub.com.au).

Step 5: Appeals Process (internal)

If the person with the complaint or the person complained about is dissatisfied with the process or outcome of the investigation, then either party is entitled to appeal. The Complaint will be reheard by the BTC President, and the decision is reviewed.

Step 6: External options

Parties may approach an external body (such as an external MPIO, anti-discrimination agency, child protection agency, Tennis Victoria, TA) for advice or to lodge a complaint at any time during the process.