



PINE RIVERS

JUNIOR LEAGUES CLUB INC.

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COMPLAINT PROCEDURE PRJLC

PRJLC would like to assure all members that complaints will be:

1. Treated seriously and sympathetically;
2. Attended to as soon as possible (please bear in mind we are all volunteers);
3. Investigated impartially, irrespective of the status of the parties involved.

Any complaint is a serious matter for all those involved. Any member who makes such a complaint against another, without reasonable grounds and evidence, may be subject to disciplinary action themselves.

MEMBER'S RESPONSIBILITY

A member who experiences harassment, discrimination or bullying in the club environment has a primary responsibility to do something about the problem. If a member does experience an act of harassment they should:

- Tell the offender to stop the intimidating behaviour immediately and point out to the harasser that their behaviour is offensive and that you will not tolerate it. Some people are unaware that their behaviour is inappropriate or offensive to another. Telling the person as soon as possible will give them a chance to stop the offensive action or change their behaviour towards you. It is advisable, if possible, to have another person present during this discussion.
- Keep a written record of the incident either by making a diary entry or, if you don't possess a diary, write some notes on a sheet of paper at home that evening. Be sure to record the date, time, place, other party's name, name of any witnesses present and the nature of the matter. Also include the result of your warning to stop the behaviour.

Formal Complaint Procedure:

- Complaints become formal when a member lodges a formal complaint, in writing to the Rugby League Committee rugbyleague@pineriversbears.com.au or alternatively, Executive Management Secretary, emc@pineriversbears.com.au
- The Club is to conciliate the complaint, by working with both parties, toward the ultimate aim of achieving a resolution to the benefit of all concerned.
- If conciliation is not successful and the complainant wishes to proceed further with the matter, the Management Committee of PRJLC will mediate.

CLUB'S RESPONSIBILITY

It is the duty of the club to treat any complaint seriously and investigate the incident as soon as reasonably possible, thoroughly and in a confidential manner. Investigations will pay due respect to the rights of both parties. When investigating a complaint the club will:

- Clarify details of what took place and ensure all relevant information or evidence is obtained;
- Help clarify whether the behaviour was breaching the Code of Conduct.
- Interview both parties concerned with the harassment issue;
- Interview any other people who may assist to resolve the complaint;
- Identify the outcome the complainant is seeking;
- Attempt to resolve the matter with the parties involved.

RESOLVING THE COMPLAINT

Complaint Substantiated

If the complaint is substantiated the club will:

- Talk with the party and make them aware of how their action was offensive and how the complainant has a right to attend the club without concern or issue.
- Seek agreement that the behaviour will not occur again;
- Gain assurance that there will be no reprisals or victimization against the complainant;
- Ensure any member who is determined after an investigation to have engaged in harassment, reprisal or victimization in violation of this policy and relevant state and federal laws will be subject to appropriate disciplinary action such as:
 - Closer supervision
 - Verbal warning and counselling on misconduct
 - Written warning and counselling on misconduct
 - Termination of membership
- The complainant will be interviewed and the situation reviewed within 8 weeks after the resolution of the matter, to ensure the behaviour has in fact stopped and that there are no reprisals

Complaint Not Substantiated

- If the complaint is not substantiated the club must inform the complainant as to the reasons why the complaint has not been substantiated
- Full documentation and the procedures taken in regard to the complaint should be kept on file

Complaint Resolved

- The complaint has been substantiated and the complainant is satisfied by the outcome. The alleged offensive behaviour has ceased and victimization as a result of making the complaint is not occurring
- The complainant will be interviewed and the situation reviewed within 7-8 weeks, to ensure no recurrence

Complaint Not Resolved

- If the process of investigation and substantiation of the complaint are not successful in resolving the complaint, the complaint will be forwarded to the Governing Body, Rugby League Brisbane and/or Queensland Rugby League to determine the next step to be taken.
- The complainant may be informed that the Club has exhausted its processes in relation to the complaint but will continue to monitor the behaviour of the complainant and the alleged party to ensure that the decision reached was correct.
- If the complainant decides to take the matter to an external source, PRJLC will make every effort to assist with any enquiry with the purpose of resolving the matter to the satisfaction of all parties.