

STOP OUT SPORTS CLUB

COMPLAINTS PROCEDURES POLICY

INTRODUCTION

This Complaints Procedure Policy was formally adopted by the Stop Out Committee on August 18 2014. This Policy can be amended if deemed required by the Stop Out Committee.

1 Definition of a Complaint

A complaint is defined as:

- Any written formal complaint from one or more members of the Club about the conduct of another member or members of the Club
- Any written formal complaint made by a member of the public, another Club or Capital Football about the conduct of a member or members of the Club while they are representing the club (perceived or actual)
- Any conduct by a member or members of the Club which the Committee considers brings the Club into disrepute, whether a formal complaint is received or not.

2 Advice of a Complaint

Where the welfare and best interests of any complainant and/or person or team that is the subject of the written complaint and/or the Club in its entirety is affected, the complaint should be advised in writing and referred to the President and/or Club Captain and/or Chairman as soon as practically possible.

The Committee will not consider any Complaint not made in writing, aside from any conduct by a member or members of the Club which the Committee considers brings the Club into disrepute.

3 Reporting of a Complaint to the Committee

The President and/or Club Captain and/or Chairman shall report to the Committee on the Complaint and then if agreed to by the Committee, the President and/or Club Captain and/or Chairman shall refer the matter of the Complaint to the Stop Out Disciplinary Panel (SOSODP) if it is not considered appropriate that the Complaint be reviewed by the Committee on the basis of potential Conflicts' of Interest OR if it is considered important to seek independent advice with respect to the subject matter of the Complaint. Procedures for dealing with a Complaint against a Committee Member are described in Section 7.

4 The Disciplinary Panel (SODP)

The SODP shall consist of not less than three members of the Club to investigate and report to the Committee on the complaint. Appointees shall have no Conflict of Interest with respect to the Complaint made. Members of the SOSODP will be appointed annually by the Committee, with appointments confirmed by no later than February 28 of each calendar year. Should SOSODP appointees be deemed to have a Conflict of Interest with respect to a Complaint received during



their term of appointment, the Committee shall appoint another person to review that specific complaint.

5 SODP Terms of Reference

The President and/or Club Captain and/or Chairman should forward details of the complaint to the subject of the complaint as soon as practically possible and explain the process for handling the complaint. Written Terms of Reference shall be provided to SODP accurately describing the Committee's requirements and outputs from the SODP with specific reference to the Complaint. The Committee's representative(s) shall also be advised to the SODP.

6 SODP Processes

- Following receipt of the Terms of Reference regarding a Complaint provided by the Committee, the SODP will then independently review all matters, conduct interviews as required, seek advice from the Committee on any matters as required and then complete their draft recommendations.
- Draft recommendations shall be presented in writing and can be supported in person.
- The Committee shall be entitled to ask questions and if required, request further investigation, or reconsideration of draft recommendations. The Committee shall also advise concerns if and why they believe draft recommendations could be detrimental to the Club and its members. The Committee can challenge the process undertaken by the SODP; their assessment of all relevant facts; consistency with historical processes, and the recommendations themselves.
- The SODP will then complete a final review and assessment of comments received, and then submit their final recommendations for action by the Committee.
- The Committee shall then invoke recommended SODP recommendations.
- The Committee shall only apply a power of veto, if it is the unanimous view of the Committee that final SODP recommendations would be detrimental to the Club and its members. The intent is that the power of veto should only be applied in exceptional circumstances.

7 When Should the SODP be Mobilised

- If a Complaint is received about a Committee Member, then it should be automatically forwarded to the SODP. Aside from attending a SODP interview, that Committee Member shall abstain from all matters affecting final SODP recommendations.
- If a Complaint is made by a Committee Member, then it should be automatically forwarded to the SODP. Aside from attending a SODP interview, that Committee Member shall abstain from all matters affecting final SODP recommendations.
- If the Complaint received is considered by the Committee as minor or vexatious, and one which can be simply resolved by the Committee, then the Committee may choose not to refer the Complaint to the SODP and deal with the matter directly. However should there be doubt, then the Complaint should then be referred to the SODP.



- If a Complaint received suggests acts of violence, drunkenness, intimidation or any other serious act then it should be automatically forwarded to the SODP.

8 Who Should be Appointed to the SODP?

Refer Section 4.

9 Notice of Advice of a Decision with Respect to a Complaint Received

Based upon the Committees endorsed Decisions with respect to the Complaint, the President and/or Club Captain and/or Chairman shall formally advise in writing the person(s) who are the subject of the Complaint of the Committees decision.

9 Rights of Appeal

Complainants have the Right of Appeal

Notice of an Appeal must be made to the Committee by the Appellant within 5 working days from the date of the Notice of Advice of a Decision by the Committee.

As Complaints have been assessed by the SODP acting in an independent capacity, then the Appeal will be heard by the Committee. The Committees decision will be final

Complainants do have the right so make a further Appeal to an Independent body. All costs associated with an Appeal of this type shall be borne by the Complainant, unless the Committee agrees otherwise.

Stop Out Sports Club Incorporated

August 18 2014

