



COMPLAINTS PROCEDURE

It is important at a Club that members can feel happy and comfortable and despite differences can play hockey and socialise harmoniously. Complaints and differences will arise and it is important that our handling of complaints is fair, just and transparent and we follow a clear path or procedure.

Member Protection and Information Officer

The MPIO is responsible for providing information about a person's rights, responsibilities and options for queries, grievances and complaints. The role is the key contact and guide for advice and management but the MPIO does not resolve or moderate in disputes.

Codes of Behaviour

PHSTK adopts the Hockey Victoria Codes of Behaviour and Policies as amended from time to time. The current codes can be found at

<http://www.hockeyvictoria.org.au/ABOUT-US/Policies/Codes-of-Behaviour>, and policies as applicable at <http://www.hockeyvictoria.org.au/ABOUT-US/Policies/Invoicing-Policy>.

The Club will post the applicable codes and policies on its website.

Constitution

The complaints and disciplinary procedures are referred to in sections 9 and 10 of the Constitution on the website:

- a) Notice of a complaint is given to the secretary, president or delegate (as nominated).
- b) The secretary member or delegate shall meet with the aggrieved party/parties and take necessary and reasonable steps to investigate and determine a course of action.

Reasonable Steps

Not all complaints are the same and some are more serious than others.

To resolve a complaint we should apply the following principles:

- a) Treat complaints seriously.
- b) Act promptly.
- c) Treat people fairly and listen to both sides of the story.
- d) Stay neutral.
- e) Keep parties to the complaint informed.
- f) Try to maintain confidentiality if possible.
- g) Protect against victimisation.



- h) Keep accurate records.
- i) Make decisions based only on information gathered not personal views.
- j) Disciplinary action should be relative to the breach.

No Resolution

If the matter remains unresolved after the above steps have been taken, there shall be a meeting of the parties in the presence of a mediator.

- a) The mediator will be such person as agreed between the parties.
- b) The mediator may be a Member of the Club.
- c) The mediator must give each party a reasonable opportunity to be heard.
- d) The parties to the dispute must, in good faith, attempt to resolve the complaint.
- e) The mediator may not determine the dispute.
- f) If the complaint remains unresolved after completion of the mediation, the parties may pursue such other rights or remedies they might have.