



# ***Beaumont Tennis Club***

## **Procedure for Reporting Complaints**

**Version 1**

**Approved 25 September 2016**

### Scope

This procedure covers complaints by anyone participating the Club's activities including committee members, coaches, officials (umpires/referees), volunteers, players, non-playing members, parents/carers of junior members and spectators.

Members of the Beaumont Tennis Club and the parents/carers of junior members are bound by the Club's Member-Protection Policy. Allegations against players from other clubs or their parents/carers should be referred to the Eastern Districts Tennis Association (EDTA). The Beaumont Tennis Club should be involved in any such communication with the EDTA.

Complaints may relate to discrimination, harassment, bullying or child safety or other matters as defined in the current "Member-Protection Policy" of The Beaumont Tennis Club.

Complaints relating to actual or suspected child abuse or neglect should follow the "Procedure for Handling Allegations of Child Abuse".

### Procedure

Complaints should be directed to the Club's Member Protection Information Officer, President or Secretary. If none of these people is available, a complaint may be made to another member of the Club's committee. If there is immediate danger, contact the Police immediately on 000.

The person receiving the complaint will keep a record of the complaint and take the lead role in the immediate handling of the complaint. The form below (Record of Complaint – General) should be used for this purpose. Subsequent actions should follow the processes described in the Club's Member-Protection Policy and constitution and appropriate records kept.



<p>Description of alleged issue</p>	
<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p> <input type="checkbox"/> Harassment or    <input type="checkbox"/> Discrimination  <input type="checkbox"/> Sexual/sexist    <input type="checkbox"/> Selection dispute            <input type="checkbox"/> Coaching methods  <input type="checkbox"/> Sexuality            <input type="checkbox"/> Personality clash            <input type="checkbox"/> Verbal abuse  <input type="checkbox"/> Race                    <input type="checkbox"/> Bullying                            <input type="checkbox"/> Physical abuse  <input type="checkbox"/> Religion                <input type="checkbox"/> Disability                            <input type="checkbox"/> Victimisation  <input type="checkbox"/> Pregnancy            <input type="checkbox"/> Child Abuse                        <input type="checkbox"/> Unfair decision  <input type="checkbox"/> Other .....         </p>
<p>What they want to happen to fix issue</p>	

*Beaumont Tennis Club*

Information provided to them	
Resolution and/or action taken	
Follow-up action	