Monash University Baseball Club

Complaint Management Policy

Purpose

The purpose of this Complaint Management Policy is to outline the club's process and principles regarding the handling of internal and external complaints while representing the club.

Complaint lodgement

1. **Informal complaints**
    a. For complaints related to our facilities, services, programs or products, the club encourages members of the public to consider making an informal complaint in person to the committee member they are dealing with when they first become dissatisfied. The club aims to resolve all informal complaints immediately or refer the customer to a club employee who can assist.
    b. If a complainant is not comfortable in speaking directly to a member of the club's committee or the committee member is unable to resolve their complaint informally, a formal complaint should be lodged.
    c. A formal complaint may be lodged in person where an informal complaint cannot be resolved, by requesting assistance from a member of the club's committee.

2. **Formal complaints**
    a. All formal complaints must be lodged in writing to the club:
        i. by letter
        ii. by email
    b. If a complainant is unable to lodge their complaint in writing, a request can be made in person or via telephone for assistance in lodging a complaint. A member of the club's committee shall provide assistance to lodge a formal complaint on behalf of a complainant if requested to do so by the complainant.
    c. Anonymous complaints are accepted where enough information is provided to conduct an assessment of the issues. Where an

anonymous complaint is made, no final determination will be provided to the complainant.

d. The club will be flexible when dealing with complaints from vulnerable complainants (such as a child, young person, a person with a disability or those from a culturally or linguistically diverse background). In these instances, the club may provide communication support for the complainant or make reasonable adjustments to the complaints process to ensure that any barriers to full participation are removed.

3. Complaint handling principles

a. The club complaint handling system is underpinned by the following principles:

   i. Fairness – All complainants are treated fairly. Fairness rests on three qualities – impartiality, confidentiality and transparency

   ii. Accessibility – People are encouraged to raise concerns, and the club provides a range of contact options and clear communication about how to access the complaint handling system.

   iii. Responsiveness – The club complaint handling system is responsive to the needs of complainants, including providing additional support and flexibility when dealing with complaints from vulnerable persons.

   iv. Efficiency – The club aims to address complaints in a way that is proportionate and appropriate to the matter being complained about.

4. Child safety

a. The club has a zero-tolerance policy to child abuse and neglect in any form and is committed to safeguarding and promoting the welfare of children by providing a safe and inclusive environment and by ensuring that relevant persons are educated and informed on their responsibilities to protect and look after children.

b. The club requires all members to comply with the Baseball Victoria Child Safe Policy including to respond to allegations of prohibited and reportable conduct.

c. Complaints may be child-initiated or adult-initiated and the club encourages people to raise concerns to address the needs and safety of children.
d. The club will meet any legislated mandatory or other jurisdictional or industry reporting requirements.

5. **Sexual misconduct**
    a. The club has zero tolerance for sexual misconduct and for any behaviour that puts the wellbeing of members in the baseball community at risk.
    b. The club will meet any legislated mandatory or other jurisdictional requirements.

Complaint handling

1. **Complaint handling process**
    a. Identify and log the complaint: All formal complaints received will be logged in the club complaints register. Note, formal complaints must be lodged in writing.
    b. Acknowledgement: All formal complaints will be acknowledged upon receipt.
    c. Assessment: An initial assessment will be undertaken by the club. Where insufficient information is provided, the club may contact complainants to request further information or provide advice on the process for managing the complaint. Where the complaint is outside of the club's responsibility, the club will assist the complainant in referring complaints to the correct organisation or agency.
    d. Resolve or Investigation: Where possible, early resolution of complaints will be undertaken. Where early resolution is not possible, an investigation of the complaint will be undertaken by the club, and where required, action taken. This process will usually be finalised within 28 days. Where this is not possible, the complainant will be advised of the anticipated timeframe for completion and kept informed of progress related to the complaint.
    e. Communicate: All formal complaints (that require a response) will receive a final written determination, usually within 28 days, which

includes details of the assessment(s) undertaken, final outcome and further options available to the complainant.

f. Finalisation: All complaints will be finalised once an outcome has been provided and any actions related to the complaint are completed.
g. Escalation: If a complainant is dissatisfied with how a complaint has been handled or the resolution provided by the club, a request can be made to have the complaint escalated. Where a request for escalation has been received, the club will conduct an independent internal review of the handling of the complaint.
h. Record Keeping: All formal complaints will be recorded for continuous improvement and monitored through regular review to improve club programs and services. Confidential or personal information will be accessible only by authorised club members.

2. Privacy

a. The club requires all members involved in the handling of complaints to adhere to the guidelines in this section.
b. Confidential or personal information will not be disclosed by the club to third parties without the prior consent of the complainant unless the information is required by legislation to be provided to regulatory agencies.
c. The club may also need to provide personal information to external parties where:
    i. The information relates to a sports drug and safety matter or is otherwise relevant to the performance of the functions of Sport Integrity Australia;
    ii. The club is required to by law or has a public duty to do so. For example, a Court, a regulator (such as the Australian Taxation Office) or the police can compel the club to disclose personal information to them; or
    iii. Persons have expressly consented to their personal information being supplied to others for particular purposes.

3. Unreasonable complaint conduct

a. If a complaint is received that is deemed vexatious, contains abuse or material clearly intended to intimidate, the club may choose not to respond to the complaint.
b. If a complainant is verbally abusive or threatens harm towards the club and/or club members, contact with the complainant may be terminated.
c. If a complaint's conduct is considered unreasonable, the club may choose to terminate contact with the complainant. Unreasonable conduct is behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the club.

Monash University Affiliation Requirements

All complaints lodged with the club will need to be reported to Monash Sport as per the affiliation agreement. Reports will be made in accordance with this policy and the University's.

Review and Revision

This policy will be reviewed annually or as needed to ensure its continued effectiveness and relevance.

Author : MUBC Committee
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