

**Upper Ferntree Gully Cricket Club (UFTGCC) Complaints Process**

Upper Ferntree Gully Cricket club takes all complaints about on and off-field behaviour seriously.

Any person should feel comfortable and supported to make a complaint.

If the complaint is about a particular individual, if possible, the person with the complaint should talk to them directly to air their concerns and resolve the issues.

If this is not appropriate, or is unsuccessful, the complaint (verbal or written) should be directed to the Team Manager, Team Captain (seniors), Team Coach or to the Committee President.

Junior Players can speak with their Team Manager, Junior Coordinator or to the Club’s Child Safety Champion, who will support them and their parent/caregiver through the process.

The club will respond to complaints in-line with the constitution and based on the principles of procedural fairness, that is:

* All complaints will be taken seriously and dealt with promptly
* Both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story)
* Irrelevant matters will not be taken into account
* The complainant and the respondent will be kept up to date on the process
* Decisions will be based on fact, be unbiased and fair
* Any penalties imposed will be fair and reasonable, in-line with the club’s Disciplinary Action Process

More serious complaints may be escalated to the Ferntree Gully and District Cricket Association or Cricket Victoria.

***(Note: If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then the club will need to report the behaviour to the police and/or other relevant government authority.)***

The person receiving and/or handling the complaint, will:

* Listen carefully and ask questions to understand the nature and extent of the complaint
* Explain the process and the different options to help resolve the situation
* Ask what the complainant would like to happen
* Maintain appropriate records
* Maintain appropriate confidentiality

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

* Supporting the person complaining to talk to the person being complained about
* Bringing together the people involved in the complaint to talk objectively through the problem
* Gathering more information (e.g. from people who have seen the behaviour)
* Seeking advice from the Ferntree Gully District Cricket Association or Cricket Victoria or from an external agency (e.g. Victorian Equal Opportunity and Human Rights Commission)
* Referring the complaint to the Ferntree Fully District Cricket Association or Cricket Victoria
* Referring the complainant to an external agency

In situations where a compliant is referred to the Ferntree Gully District Cricket Association or Cricket Victoria, the club will:

* Co-operate fully
* Ensure the complainant and respondent are not victimised
* Where applicable, ensure the complainant is not place in an unsupervised situation with the respondent
* Act on the Ferntree Gully District Cricket Association or Cricket Victoria recommendations

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency (e.g. Victorian Equal Opportunity and Human Rights Commission).