

COMPLAINTS COMMITTEE STRUCTURE AND PROCEDURES - MHNA

Why?

In the present environment, there are legislative requirements that need to be adhered to by all sporting bodies in the areas of Child and Member Protection and the need to operate within appropriate frameworks, of natural justice in relation to complaints, and the way in which complaints are dealt with. It is important that the Association ensures that all these conditions are met by adhering to proper procedures and processes.

Brief:

To consider complaints or matters brought to the attention of the Association, with relation to Member Protection issues, or the conduct of a player, official or spectator, that has possibly brought the game into disrepute.

To further discuss what action should be taken, and what penalty, if any, should be imposed.

Structure:

- A committee of 3 persons be selected, on a case by case basis, from within the following groups. Those persons should not have an actual or perceived conflict of interest in the matter at hand. .
 - 1 only BOM representative, consisting of Association President, Vice President or Constitutional Officer.
 - 1 only Association Member Protection Information Officer.
 - 1 only BOM representative or 1 Umpires Committee representative.

When should a Complaints Committee be called?

In situations, other than simple rules or on court matters that can be effectively dealt with by the Umpires Committee or their representative.

Procedures:

- An initial “on the spot” assessment should be made as to whether the matter is of a serious nature that involves more than Umpires Committee action.
PLEASE REFER to On court and Sideline Complaints Procedure flow chart.
- If the matter can effectively be handled by the Rostered Duty Umpire, then this should be done so, and a report of all action and details should be made and documented in the appropriate way.
- If not then a BOM Member should accompany the Rostered Duty Umpire to the situation, to assist with information gathering or resolution.
- If this is not possible, then the Complainant should be directed to a BOM member in order to document a complaint.
- A Complaints Committee should be called immediately, to deal with the issue.
- All discussion, correspondence and actions should be documented, and a report filed in the Complaints file.

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