



## Leichhardt Swim Club – Complaints and Grievance Procedures

### Statement

Leichhardt Swimming Club is a community-based organisation run by volunteers. We are committed to maintaining an inclusive environment that encourages cooperation, participation, development and friendly competition. We want our club swimming environment to provide an opportunity where you can enjoy yourself, develop friendships and have fun. It is recognised, however, that on occasions inappropriate behaviours or matters may occur and that a complaints and grievance process may be required in order to resolve complaints or concerns about these matters.

This policy aims to ensure that complaints and grievances are handled and resolved in an appropriate, fair, transparent and timely manner, and in accordance with the principles of natural justice.

### Member Protection Information Officer

A member protection information officer (MPIO) is the first point of contact in a sporting organisation for any enquiries, concerns or complaints about harassment, abuse and other inappropriate behaviour. The MPIO provides information and moral support to the person with the concern, providing information about the rights, responsibilities and options available to an individual making a complaint in sport.

### Current MPIO contact details

Peter: 0413 000 948 Amber: 0417 658 029 email: [lscmpio@gmail.com](mailto:lscmpio@gmail.com)

### Types of Complaints

Under the National Integrity Framework, complaints can be made either to Sport Integrity Australia (an independent government body) or to the Swimming Australia integrity team. The type of complaint will determine where the complaint should go. Other complaints or grievances not covered under the National Integrity Framework can be made to Leichhardt Swimming Club as noted below

<b>SPORT INTEGRITY AUSTRALIA</b> <a href="#">Link to SIA Complaints Page</a> <b>1800 161 361</b>	<b>SWIMMING AUSTRALIA</b> <a href="mailto:integrity@swimming.org.au">integrity@swimming.org.au</a> <b>0417 993 846</b>
Complaints about child abuse including sexual, psychological, physical, verbal abuse	Misuse of drugs and medicines
Member protection where complaints are based on characteristics including race, disability, sex, religion or age.	Sports betting & race fixing
	Breach of code of conduct eg responsible consumption of alcohol, use of social media, positive role model etc
	Member protection where complaints are about bullying, harassment, intimidation

**Your safety is our first concern. If you are in immediate danger or at risk of harm, call your local law enforcement agency or dial 000**

## **Making A Complaint**

Please contact one of our MPIOs whom will help guide you through the complaints process.

In investigating your complaint we will act in accordance with the following principles:

- Treat your complaint seriously
- Act promptly
- Treat people fairly
- Stay neutral
- Keep everyone informed
- Maintain confidentiality
- Keep accurate records
- Work from the principle of 'innocent until proven guilty'

Leichhardt Swimming Club abides by the Swimming Australia 'Swimming National Integrity Framework' (link below).

## **SA NIF**

### **Other Resources**

If you feel that your complaint has not been dealt with satisfactorily by the club then you are free to escalate the matter to Swimming NSW for further investigation. <https://nsw.swimming.org.au/>

The 'Play by the Rules' website also has useful guidance and resource in relation to assisting you making a complaint. [www.playbytherules.net.au](http://www.playbytherules.net.au)