



Canberra Archery Club Complaints and Complaints Handling Policy

Purpose

The objective of the Canberra Archery Club (CAC) Complaints and Complaints Handling Policy is to provide a fair and transparent framework for the handling of club and/or club member grievances. A grievance may arise where a club and/or club member believes that the club's or an individual member's responsibilities, has been breached. A member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.

Responding to Complaints

CAC will take all complaints about member conduct and behaviour seriously. The club will handle complaints based on the principles of procedural fairness, that is:

- all complaints will be taken seriously
- 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 reasonable opportunity to respond (give their side of the story)
- all parties to a complaint or grievance must act in good faith and seek to achieve an amicable resolution
- where appropriate, parties to a dispute should attempt to resolve the dispute between themselves
- irrelevant matters will not be taken into account
- all appropriate measures will be taken to ensure a club or a club member does not suffer any victimisation or discrimination as a result of raising complaints or grievances in good faith
- decisions will be unbiased and fair
- any penalties imposed will be fair and reasonable

More serious complaints may be escalated directly to Archery ACT (AACT) or Archery Australia (AA) where the club believes it is not in a position to independently resolve the complaint.

Complaint Handling Process

Step 1: When a complaint is received by the club, the person receiving the complaint (e.g. Vice President, other Committee officer) will:

- request that the complaint is made in writing
- convene a meeting with the complainant and listen carefully and ask questions to understand the nature and extent of the problem
- ask what the complainant would like to happen
- explain the different options available to help resolve the problem
- take notes and maintain confidentiality but not necessarily anonymity



refer the complaint to AACT / AA where the club believes it is not in a position to independently resolve the complaint

Step 2: 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 all the people involved in the complaint together to talk objectively through the problem (this could include external mediation)
- providing the respondent with a copy of the written complaint
- receiving a written response to the complaint from the respondent where appropriate and if the respondent chooses
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from AACT or AA or from an external agency (e.g. ACT Sport or Sports Integrity Australia)

Step 3: After undertaking Step 1 and Step 2, the club will:

- respond to the complaint with a decision which may or may not include disciplinary measures

The complainant or respondent can lodge one appeal against decisions of, or disciplinary measures. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.

Step 4: In situations where a complaint is referred directly to AACT or AA without being heard by the club (e.g. where the club believes it is not in a position to handle the matter, or where the complaint is made against the Club and/or its leadership team), the club will:

- co-operate fully
- ensure the complainant and respondent are not victimised
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s)
- act on AACT and/or AA's recommendations

Disciplinary Measures

The club will take disciplinary action against a member or supporter found to have breached CAC's Codes of Behaviour, or Archery Australia's [Code of Conduct](#) or [other policy](#), or where an individual has made false and/or malicious allegations. Any disciplinary measure imposed under the policy must be:

- fair and reasonable
- based on the evidence and information presented and the seriousness of the breach;



- determined by the club's [Constitution](#), or [AA's Complaints Disputes and Discipline Policy](#).

Possible measures that may be taken include:

- verbal and/or written apology
- referral to counselling to address behaviour
- clarifying standards of expected behaviour
- implementing a period of monitoring
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by the club
- suspension or termination of membership, participation or engagement in a role or activity
- any other form of discipline that our club considers reasonable and appropriate.

In most instances (aside from those that are deemed severe) an individual will be provided with the opportunity to rectify their actions through a warning letter. Should the individual receive two warnings and repeat the behaviour and/or additional complaints are received by the Committee, that individual will be notified of the Committee's intent to terminate their membership in writing which will include their options for appeal as per Section 18 of the club's [constitution](#).

Appeals

The appeal process is outlined in section 19 of the club's [constitution](#) if you feel that the complaints procedure has not been followed properly or that the outcome is unacceptable to you.

At any stage of the process, a person can seek advice from or lodge a complaint with AACT, AA or other external agency.

Record keeping

Records of complaints, interviews and other documentation relating to a complaint must be kept by the CAC Complaints officer in a separate complaints file. The Complaints Officer will hold this file for the tenure of their appointment and provide the file to the incoming officer.

Last updated 30 April 2023