POLICY TITLE: **MEMBER PROTECTION POLICY TERANG BOWLS CLUB**

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1. **Introduction**

Terang Bowls Club is the governing body for the sport of bowls in Terang and as part of the Western District Bowls Division. We aim to promote the game of bowls and provide a safe playing and social environment. In pursuing this aim, Terang Bowls Club is committed to the health, safety and general wellbeing of all its members and participants.

Terang Bowls Club aims to ensure the core values, good reputation and positive behaviours and attitudes of the Club are maintained. Terang Bowls Club believes that anyone who works for it, and everyone with whom it deals, has the right to be treated with respect and dignity.

Terang Bowls Club will not tolerate any type of behaviour which will bring the sport of bowls or the Terang BC into disrepute, and this policy is an essential part of Terang BC’s proactive and preventative approach to tackling inappropriate behaviour. Terang Bowls Club will therefore take complaints seriously, and will ensure they are dealt with promptly and sensitively.

As Australians, we greatly value the importance of sport in our culture and our community. We all have the right to enjoy our sport, at whichever level we participate, in an environment that is free of harassment and discrimination. Please refer to Bowls Australia and/or Bowls Victoria as the guide organisations for our sport.

For further clarification and procedures refer to the NATIONAL MEMBER PROTECTION POLICY (Bowls Australia)

Where appropriate, the policies and position statements of the Western District Bowls Division, Bowls Victoria and Bowls Australia will be adopted by the Terang Bowls Club. You can access Bowls Victoria policies and Bowls Australia’s National Policies on their websites.

**Core Purpose of the Terang Bowls Club**

* **to provide a safe and supportive environment where the game of bowls can be played and enjoyed.**

1. **Purpose of this policy**

This **TERANG BOWLS CLUB**, Member Protection Policy aims to assist the Terang Bowls Club to uphold its core purpose and create a safe, fair and inclusive environment for everyone associated with our club and sport.

It sets out our commitment to ensure that every person bound by the policy is treated with respect and dignity and protected from discrimination, harassment and abuse. It also seeks to ensure that everyone involved in our club and sport is aware of their key legal and ethical rights and responsibilities, as well as the standards of behaviour expected of them. (Refer to Bowls Victoria and/or Bowls Australia for procedures and guidelines)

The policy starts on 30th October, 2020 and will operate until replaced.

**3. Who is bound by this policy**

This policy should apply to as many persons as possible who are involved with the activities of the Terang Bowls Club, whether they are in a paid or unpaid/voluntary capacity

3.1 persons appointed or elected to Terang Bowls Club boards, committees and subcommittees;

3.2 members, including life members of the Terang Bowls Club.

3.3 umpires and other officials.

3.4 employees of Terang Bowls Club;

3.5 athletes, coaches, officials and other personnel participating in events and activities, including training sessions, held or sanctioned by Terang Bowls Club.

3.6 Parents, guardians, spectators and sponsors to the full extent that is possible, including where spectators, parents/guardians and sponsors, who or which agree in writing (whether on a ticket, entry form or otherwise) to be bound by this policy

This policy will continue to apply to a person even after he or she has stopped their association or employment with Terang Bowls Club, if disciplinary action against that person has begun.

**4. Organizational responsibilities**

Terang Bowls Club committee and members must:

4.1 adopt, implement and comply with this policy;

4.2 ensure that this policy is enforceable;

4.3 publish, distribute and promote this policy and the consequences of any breaches of the policy;

4.4 promote and model appropriate standards of behaviour at all times;

4.5 deal with any complaints made under this policy in an appropriate manner;

4.6 deal with any breaches of this policy in an appropriate manner;

4.7 recognise and enforce any penalty imposed under this policy;

4.8 ensure that a copy of this policy is available or accessible to all people and organizations to whom this policy applies;

4.9 monitor and review this policy at least annually.

5. **Individual responsibilities**

Individuals bound by this policy must:

5.1 make themselves aware of the contents of this policy;

5.2 comply with all relevant provisions of the policy, including any codes of conduct and the steps for making a complaint or reporting possible child abuse set out in this policy;

5.3 consent to the screening requirements set out in this policy and in line with the Victorian Working with Children Checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18 or where otherwise required by law;

5.4 place the safety and welfare of children above other considerations;

5.5 be accountable for their behaviour;

5.6 comply with any decisions and/or disciplinary measures imposed under this policy.

**6. Position statements**

6.1 **Child Protection**

Terang Bowls Club is committed to the safety and well-being of all children and young people who participate in our sport or access our services. We support the rights of the child and will act at all times to ensure that a child-safe environment is maintained.

We acknowledge the valuable contribution made by our staff, members and volunteers and we encourage their active participation in providing a safe, fair and inclusive environment for all participants.

6.1.1 **Identify and analyse risk of harm**

We will develop and implement a risk management strategy, including a review of our existing child protection practices, to determine how child-safe our organisation is and to identify any additional steps we can take to minimize and prevent the risk of harm to children because of the actions of an employee, volunteer or another person.

6.1.2 **Develop codes of behaviour**

We will develop and promote a code of behaviour that sets out the conduct we expect of adults when they deal and interact with children involved in our sport, especially those in our care.

We will also implement a code of behaviour to promote appropriate conduct between children.

These codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour. Refer to the attachments in

6.1.3 **Choose suitable employees and volunteers**

We will take all reasonable steps to ensure that our organisation engages suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This will include using a range of screening measures.

We will ensure that Working with Children Checks are conducted for all employees and volunteers who work with children, where an assessment is required by law. If a criminal history report is obtained as part of their screening process, we will handle this information confidentially and in accordance with the relevant legal requirements. Refer to the attachments in Part C of this policy.

6.1.4 **Support, train, supervise and enhance performance**

We will ensure that all our employees and volunteers who work with children have ongoing supervision, support and training. Our goal is to develop their skills and capacity and to enhance their performance so we can maintain a child-safe environment in our sport.

6.1.5 : **Empower and promote the participation of children**

We will encourage children and young people to be involved in developing and maintaining a child-safe environment for our sport.

6.1.6 : **Report and respond appropriately to suspected abuse and neglect**

We will ensure that all our employees and volunteers are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable grounds that a child has been, or is being, abused or neglected. Refer to the attachments in Part E of this policy.

Further, if any person believes that another person or organisation bound by this policy is acting inappropriately towards a child, or is in breach of this policy, he or she may make an internal complaint to us. Refer to Part 7.

6.2 **Taking images of children**

There is a risk that Images of children may be used inappropriately or illegally. BA requires that individuals and associations, wherever possible, obtain permission from a child’s parent/guardian before taking an image of a child that is not their own. They should also make sure the parent/guardian understands how the image will be used.

To respect people’s privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets which we control or are used in connection with our sport.

When using a photo of a child, we will not name or identify the child or publish personal information, such as residential address, email address or telephone number without the consent of the child’s parent/guardian. We will not provide information about a child’s hobbies, interests, school or the like.

We will only use images of children that are relevant to our sport and we will ensure that they are suitably clothed in a manner that promotes participation in the sport.

We will seek permission from the parents/guardians of the children before using the images.

6.3 **Anti-discrimination and harassment**

Terang Bowls Club is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination and harassment.

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against or harassed.

6.3.1 **Discrimination**

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by state or federal anti-discrimination laws.

The personal characteristics protected by anti-discrimination laws include attributes such as race, age, disability, gender and race. (The full list of protected personal characteristics is in the “Definitions” set out in the Dictionary of Terms.)

Discrimination can be either direct or indirect.

Direct discrimination occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably because of that personal characteristic.

Indirect discrimination occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement, condition or practice is not reasonable

For the purposes of determining discrimination, the offender’s awareness and motive are irrelevant.

6.3.2 **Harassment**

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends or humiliates another person and which happens because a person has a certain personal characteristic protected by State or Federal anti-discrimination legislation.

The offensive behaviour does not have to take place a number of times, a single incident can constitute harassment.

Sexual harassment is one type of harassment. Sexual harassment is unwelcome conduct, remarks or innuendo of a sexual nature. It covers a wide range of behaviours and can be verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex.

6.3.3 **Prohibition against discrimination and harassment**

Terang Bowls Club prohibits all forms of harassment and discrimination based on the personal characteristics listed in the “Definitions” set out in the Dictionary of Terms Clause 10. (Refer to Bowls Australia MEMBER PROTECTION POLICY - VERSION 9. Bowls Australia Website.)

Any person who believes they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy is encouraged to raise their concerns with us. A person may make an internal complaint, and in some circumstances, they may also be able to make a complaint to an external organisation.

Refer to the attachments in Part D of this policy.

6.4 **Intimate relationships**

* Refer to: Bowls Australia MEMBER PROTECTION POLICY - VERSION 9 (Bowls Australia Website.)

**6.5 Pregnancy**

* Refer to: Bowls Australia MEMBER PROTECTION POLICY - VERSION 9 (Bowls Australia Website.)

Terang Bowls Club is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in our sport. We will not tolerate any discrimination or harassment against pregnant women.

Should a pregnant woman believe she is being, or has been, harassed or discriminated against by another person or organisation bound by this Policy, she may make a complaint.

Refer to Part 7 of this policy.

6.6 **Gender identity**

Gender identity means the gender-related identity, appearance or mannerisms or other gender-related characteristics of a person. This includes the way people express or present their gender and recognises that a person’s gender identity may be an identity other than male or female. Some terms used to describe a person’s gender identity include trans, transgender and gender diverse.

6.6.1 Gender identity discrimination and harassment Federal, state and territory anti-discrimination laws provide protection from discrimination against people on the basis of their gender identity. See definition in Dictionary of terms.

Terang Bowls Club is committed to providing a safe, fair and inclusive sporting environment where all people can contribute and participate. Terang BC will not tolerate any unlawful discrimination or harassment of a person because of their gender identity.

All persons, regardless of gender identity, are entitled to be treated fairly and with dignity and respect at all times. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity.

This includes discrimination or harassment of a person who is transgender or transsexual, who is assumed to be transgender or transsexual or has an association with someone who has or is assumed to be transgender or transsexual.

We expect all people bound by this policy to act with sensitivity when a person is undergoing gender transition/affirmation.

If any person believes that they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy because of their gender identity, they may make a complaint.

6.6.2 **Participation in sport**

Terang Bowls Club recognises that excluding people from participating in sporting events and activities because of their gender identity may have significant implications for their health, wellbeing and involvement in community life.

Terang Bowls Club are committed to supporting participation in our sport on the basis of the gender with which a person identifies.

Should issues of performance advantage arise, we will consider whether the established discrimination exceptions for participation in sport are relevant in the circumstances. Discrimination is unlawful unless an exception applies.

6.6.3. **Intersex status**

Federal anti-discrimination law, and some state and territory antidiscrimination laws, provide protection from discrimination against a person on the basis of their intersex status.

(Refer to Bowls Australia MEMBER PROTECTION POLICY - VERSION 9 (Bowls Australia Website.)

6.7 **Responsible service and consumption of alcohol**

Terang Bowls Club is committed to conducting sporting and social events in a manner that promotes the responsible service and consumption of alcohol.

Our policy is that when reasonably practicable:

* alcohol should not be available or consumed at sporting events involving children and young people under the age of 18;
* alcohol-free social events be provided for young people and families;
* food and low-alcohol and non-alcoholic drinks be available at events we hold or endorse where alcohol is served;
* a staff member is present at events we hold or endorse where alcohol is served to ensure appropriate practices in respect of the consumption of alcohol are followed;
* safe transport options be promoted as part of any event we hold or endorse where alcohol is served.

Further guidance on developing an Alcohol Policy is available at: [www.playbytherules.net.au/resources/club-toolkit](http://www.playbytherules.net.au/resources/club-toolkit)

6.8 **Smoke-free environment**

Terang Bowls Club is committed to providing a safe and healthy environment at all sporting and social events that we hold or endorse.

Our policy is that when reasonably practicable:

* no smoking shall occur at or near sporting events involving children and young people under the age of 18.
* This policy shall apply to coaches, players, trainers, officials and volunteers;
* social events shall be smoke-free, with smoking permitted at designated outdoor smoking areas;
* and coaches, officials, trainers, volunteers and players will refrain from smoking while they are involved in an official capacity in our sport, both on and off the field.

6.9 **Bullying**

Terang Bowls Club is committed to providing an environment that is free from bullying. It is understood that bullying has the potential to result in significant negative consequences for an individual’s health and wellbeing, and we regard bullying in all forms as unacceptable in our sport.

Bullying is characterised by repeated, unreasonable behaviour directed at a person, or group of persons, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person.

Bullying behaviour can include actions of an individual or a group.

Whilst generally characterised by repeated behaviours, one-off instances can amount to bullying. The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

* verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
* excluding or isolating a group or person;
* spreading malicious rumours; or
* psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs through the use of technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied though unwanted and inappropriate comments.

Terang Bowls Club will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. Frustration at a referee, teammate, coach or sporting body should never be communicated on social networking websites. These issues should instead be addressed – in a written or verbal statement or a complaint – to the relevant controlling club, league or peak sporting body.

Should any person believe they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint.

Refer to Part 7 of this policy.

6.10 **Social networking/Website material**

Terang Bowls Club acknowledges the enormous value of social networking to promote our sport and celebrate the achievements and success of the people involved in our sport.

Social networking refers to any interactive website or technology that enables people to communicate and/or share content via the internet. This includes, but is not limited to, social networking websites such as Facebook and Twitter.

We expect all people bound by this policy to conduct themselves appropriately when using social networking sites to share information related to our sport.

In particular, social media activity including, but not limited to, postings, blogs, status updates, and tweets:

- must not contain material which is, or has the potential to be, offensive, aggressive, defamatory, threatening, discriminatory, obscene, profane, harassing, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate;

- must not contain material which is inaccurate, misleading or fraudulent;

- must not contain material which is in breach of laws, court orders, undertakings or contracts;

- should respect and maintain the privacy of others; and

- should promote the sport in a positive way.

Further guidance on developing a Communications Policy is available at:

<http://www.playbytherules.net.au/resources/club-toolkit>

7. **Complaints procedures**

7.1 **Handling complaints**

Terang Bowls Club aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of procedural fairness.

Any person (a complainant) may report a complaint about a person, people or organisation bound by this policy (respondent) if they feel they have been discriminated against, harassed, bullied or there has been any other breach of this policy.

In the first instance, complaints should be reported to the Club President or Secretary or Team Manager where appropriate, or.

Matters should be dealt with at the lowest possible level.

If a complaint relates to behaviour or an incident that occurred at:

Club level, or involves people operating at Club level, then the complaint should be reported to and handled by the Terang Bowls Club in the first instance. If deemed appropriate or necessary then the complaint should be handled at the district or state level.

A complaint may be handled informally or formally. The complainant may indicate his or her preferred option and the Club executive, dealing with the complaint, should consider whether that is an appropriate way to handle the particular complaint. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially.

Individuals and organizations may also seek to have their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation.

7.2 **Improper complaints and victimisation**

Terang Bowls Club aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against any person making a complaint.

Terang Bowls Club will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures may be undertaken in respect of a person who harasses or victimises another person for making a complaint or supporting another person’s complaint.

If at any point in the complaint handling process it is considered considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or inappropriately intended to cause distress to the respondent, the matter may be referred in writing to the Judiciary Committee for review and appropriate action.

7.3 **Mediation**

Terang Bowls Club aims to resolve complaints quickly and fairly. Complaints may be resolved by agreement between the people involved with no need for disciplinary action.

Mediation is a confidential process that allows those involved in a complaint to discuss the issues or incident in question and come up with mutually agreed solutions. It may occur before or after the investigation of a complaint.

If a complainant wishes to resolve the complaint with the help of a mediator, the President, in consultation with the complainant, arrange for an independent mediator where possible. Terang Bowls Club will not allow lawyers to participate in the mediation process.

8. **Dictionary of Terms**

A dictionary of Terms used in this policy and its attachments is provided at:

<http://www.ausport.gov.au/supporting/nso/member_protection>

This Dictionary sets out the meaning of words used in this policy and its attachments, without limiting the ordinary and natural meaning of the words.

Examples of discrimination are available on the Play by the Rules website:

[www.playbytherules.net.au/legal-stuff/discrimination](http://www.playbytherules.net.au/legal-stuff/discrimination)

Some exceptions to state, territory and federal anti-discrimination law apply,

including exceptions for sporting activities, such as: holding a competitive sporting activity for a specific age or age group (e.g. only those who are under the age of 15 years);

excluding people on the basis of their sex and/or gender identity status from participation in a competitive sporting activity where the strength, stamina or physique of competitors is relevant to the specific activity (note that this does not apply to activity by children who are under the age of 12 years)

PART B: **CODES OF BEHAVIOUR**

We seek to provide a safe, fair and inclusive environment for everyone involved in our organisation and in our sport.

To achieve this, Terang Bowls Club require certain standards of behaviour of players/athletes, coaches, officials, administrators, parents/guardians (of child participants) and spectators.

Our codes of behaviour are underpinned by the following core values to:

* Act within the rules and spirit of our sport.
* Display respect and courtesy towards everyone involved in our sport
* Prevent discrimination and harassment.
* Prioritise the safety and well-being of children and young people involved in our sport.
* Encourage and support opportunities for participation in all aspects of our sport.

RELEVANT DOCUMENTS

Coaches Code of Behaviour [www.bowlsaustralia.com.au/Club-Assist/Coaching](http://www.bowlsaustralia.com.au/Club-Assist/Coaching)

Officials Code of Behaviour [www.bowlsaustralia.com.au/Club-Assist/Coaching](http://www.bowlsaustralia.com.au/Club-Assist/Coaching)

Further information is available: [www.playbytherules.net.au/resources/clubtoolkit](http://www.playbytherules.net.au/resources/clubtoolkit)

PART C: COMPLAINT HANDLING PROCEDURES

Terang Bowls Club will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

Terang Bowls Club will provide individuals with an informal and formal process to resolve the matter, along with access to an external complaint handling body, based on the nature of the complaint and our rules and regulations. (This will be in line with Western District Bowls Division, Bowls Victoria and/or Bowls Australia guidelines and procedures where appropriate)

Terang Bowls Club will maintain confidentiality where possible and as provided in this policy and seek to ensure that no one is victimised for making, supporting or providing information about a complaint.

PART E: REPORTING REQUIREMENTS AND DOCUMENTS

FORMS

Terang Bowls Club will ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint. (See Attachment 1)

This information, and any additional records and notes, will be treated confidentially (subject to disclosure required by law or permitted under this policy) and stored in a secure place.

Terang Bowls Club will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

WORKING WITH CHILDREN CHECK REQUIREMENTS

Working with Children Check requirements vary across Australia. HYPERLINK

<http://www.playbytherules.net.au/legal-stuff/child-protection/child-protectionlaws-explained/screening>

Fact Sheets for each state and territory are available on the Play by the Rules website: HYPERLINK <http://www.playbytherules.net> [www.playbytherules.net](http://www.playbytherules.net)

Detailed information, including the forms required to complete a Working with Children Check, are available from the Department of Justice Victoria

Contact

Website: [www.workingwithchildren.vic.gov.au](http://www.workingwithchildren.vic.gov.au) Phone: 1300 652 879

PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 000.

Fact sheets on reporting allegations of child abuse in different states and territories

are available at [www.playbytherules.net.au](http://www.playbytherules.net.au)

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

All people working at Terang Bowls Club in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below.

Step 1: Receive the allegation

If a child or young person raises with you an allegation of child abuse or neglect that relates to them or to another child, it is important that you listen, stay calm and be supportive.

* + Make sure you are clear about what the child has told you
  + Do not challenge or undermine the child
  + Reassure the child that what has occurred is not his or her fault
  + Do not seek detailed information, ask leading questions or offer an opinion.
  + Explain that other people may need to be told in order to stop what is happening.
  + Do not discuss the details with any person other than those detailed in these procedures.
  + Promptly and accurately record the discussion in writing.
  + Do not contact the alleged offender.

Step 2: Report the allegation

Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.

Contact the relevant child protection agency or police for advice if there is any doubt about whether the allegation should be reported.

Step 3: Protect the child and manage the situation.

**Attachment 1:**

**RECORD OF COMPLAINT**

|  |  |  |
| --- | --- | --- |
| Name of person receiving complaint |  | Date: / / |
| Complainant’s Name |  Over 18  Under 18 | |
| Complainant’s contact details | Phone:  Email: | |
| Complainant’s role/status in Club |  Administrator (volunteer)  Parent   Athlete/player  Spectator   Coach/Assistant Coach  Support Personnel   Employee (paid)  Other   Official …………………………………. | |
| Name of person complained about |  Over 18  Under 18 | |
| Person complained about role/status in Club |  Administrator (volunteer)  Parent   Athlete/player  Spectator   Coach/Assistant Coach  Support Personnel   Employee (paid)  Other   Official …………………………………. | |
| Location/event of alleged issue |  | |
| Description of alleged issue |  | |
| Nature of complaint (category/basis/grounds)  Can tick more than one box |  Harassment or  Discrimination   Sexual/sexist  Selection dispute  Coaching methods   * Sexuality  Personality clash  Verbal abuse * Race  Bullying  Physical abuse * Religion  Disability  Victimisation * Pregnancy  Child Abuse  Unfair decision * Other ………………………………………………………………… | |
| What they want to happen to fix issue |  | |
| Information provided to them |  | |
| Resolution and/or action taken |  | |
| Follow-up action |  | |