



# Complaint Form

I would like to request the involvement of the Kalamunda Rangers Committee in the following matter:

☐ Comment

☐ Complaint

☐ Protest

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

---

## PARTICIPANTS:

Who was involved (offender's details): \_\_\_\_\_

Designation: ☐ Player ☐ Coach ☐ Umpire ☐ Spectator ☐ Official

(Other/s): \_\_\_\_\_

---

## OFFENCE:

Issue at hand: \_\_\_\_\_

Offence: ☐ Verbal / Physical Abuse (general) ☐ Offensive Language  
☐ Verbal / Physical Abuse of an Umpire ☐ Spitting/Offensive behaviour  
☐ Equipment Abuse ☐ Undue Rough Play  
☐ Breach of Code of Conduct ☐ Parent ☐ Player ☐ Spectator ☐ Umpire ☐ Administrator  
☐ Other (specify) \_\_\_\_\_

Details of how situation arose (please print): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

In an ideal world, I would like to see the following resolution? \_\_\_\_\_

\_\_\_\_\_

---

## Complainant:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Witness\*:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

\*This person is a witness to the Report only, whether they agree with the Report or not; ideally a witness to the event but not essential



## **COMPLAINTS POLICY AND PROCEDURE**

### **Information for Participants**

Kalamunda Rangers Inc. take all comments and complaints seriously. However, as a volunteer organisation, playing on Public Open Space, we are bound by certain restrictions.

All Complaints and requests for Committee involvement must either be in writing or must be brought to a Committee meeting to be tabled. Please note: the Committee are only able to deal with issues relating to incidents occurring at training or at the game; we are unable to take any action on complaints involving personal disputes.

All complaints and request for Committee involvement should:

- Identify the major issue. Be specific; identify exactly what was said/done
- Be made by someone who witnessed the event; we are unable to assist with reports of hearsay
- Be accompanied by other supporting evidence where possible
- Be submitted as soon as possible, ideally on the same date as the incident and preferably within one week

Once a report has been received, the following procedure will be put into place:

- If the Committee are unable to solve any incidents at the time, a special meeting of the Club may be called, at the very least an Executive Committee meeting, to deal with the issues raised and the Club reserves the right to invite an independent mediator to assist at this meeting. The Defendant/s and Complainant/s are requested to attend this meeting, with persons under 18 years to be accompanied by a parent and/or coach. Any witnesses are also able to attend the meeting, should they chose. We ask that both the Complainant and Defendant attend the meeting to assist the Committee in getting to the heart of the issue and the concerns/responses can be clarified.
- At the meeting, all voices should be maintained at an even tone and no further disputes or aggression shall take place; detailed minutes will be taken for the record and shall remain confidential. The Committee will make a decision on the issue at this meeting; this decision is FINAL. **All decisions will be made in good faith, with reference to all presented evidence, and for the benefit of the players, the Club and of the sport.**
- All attendees, other than the Committee, are requested to leave the room. The Complainant is requested to return to the room and their complaint is read aloud to the Committee; the Complainant is then provided with the opportunity to speak and to provide witnesses if they choose. The Complainant, and any witnesses, is excused for the evening.
- The Defendant is then requested to return to the room, the report is read out and the Defendant is provided with the opportunity to speak and to provide witnesses if they choose. The Defendant is requested to wait outside during deliberations and decisions.
- The Committee will then take a **short** recess to discuss and make any determinations. Disciplinary action will be taken if the Report proves justified. This action may be in the form of a temporary suspension from the Sporting fields, or any other actions as deemed necessary by the Committee. It is at the Committee's discretion whether a warning is issued for a first offence; also whether any disciplinary action directed towards a parent should also be imposed on any child/ren.
- The Defendant will be requested to return to the room and the findings, and penalty if any, are announced.
- The Complainant/s and Defendant/s have the right of appeal the decision of the Committee *only if fresh evidence can be provided to substantiate their Claim.*