



Riverton Aquanauts Member Protection & Complaints Handling Policy

Member Protection:

Riverton Aquanauts Swimming Club is fully committed to the protection of children, young people and our members and we are aligned with the six principles described in the [National Integrity Framework](#).

The Member Protection Policy specifically details prohibited conduct in relation to abuse, bullying, harassment, sexual misconduct, discrimination, victimisation and vilification. The Swimming WA Member Protection Policy is available from the [Swimming WA website here](#).

If a swimmer or member wishes to make a formal complaint relating to child safeguarding under the National Integrity Framework (NIF), they are required to do so through Sport Integrity Australia (SIA), the governing body responsible for managing such matters. Our MPIO can help determine the appropriate governing body to handle your concern if you are unsure.

The Member Protection Officer (MPIO) or the President are available for complaints, concerns or conflicts a member wishes to raise.

Alternatively, members may provide feedback anonymously if they wish using our [Feedback Form](#). The feedback received is reviewed as a standard agenda item at every committee meeting.

Member Protection Officer memberprotection@rivertonaquanauts.org

President president@rivertonaquanauts.org

Complaints & Grievance Handling:

As a rule of thumb less serious complaints (for example, a coach who shows favouritism to their child in team selection) lend themselves to being resolved quickly and informally.

In the first instance, you may like to raise your concern with our Member Protection Officer, President or directly with our Head Coach.

Initial complaints resolution options include:

- provide more information to the person complaining (e.g. to clarify club policies and procedures)
- suggest the person with the complaint talks directly with the person whom the complaint is about
- meet with the person being complained about
- hold an informal meeting with those involved in the complaint.

The Committee can:

- provide leadership and promote inclusive practices.
- raise awareness of the Member Protection Policy, Inclusion Policy and Code of Conduct that makes clear the behavioral standards of the club.
- promote fair, tolerant and inclusive practices throughout the club e.g., in newsletters, on your website, via the club's Code of Conduct.
- publicize complaint handling process/grievance procedure to all club members.

Coaches, members and volunteers can:

- provide leadership to your team – remember, the behaviour you walk past is the behaviour you accept.
- reinforce the club's Code of Conduct, Code of Ethics and its policy on discrimination and harassment
- ask the management committee to look at ways of making the club more inclusive.
- act quickly if you see breaches of behaviour and discuss the implications of the act and possible consequences with the person/s concerned. If the behaviour continues, raise it with the President or a committee member and seek their involvement to resolve the problem.
- monitor the situation and take further action if required.

If the complaint is deemed to fall under the National integrity Framework of Complaints, Disputes and Disciplinary Policy involving individuals or organisations engaging in prohibited conduct, it will be referred for independent assessment through Sport Integrity Australia. Our Member Protection Officer can assist with the referral process. The policy provides several options to resolve an issue including Alternative Dispute Resolution, Breach Offer or Hearing Tribunal.

The full Complaints, Disputes & Discipline Policy can be found [here](#):

Resolving Complaints: A step-by-step guide

The following information is copied from the Play by the Rules Fact Sheet. Riverton Aquanauts Swimming Club align with this process.

There are several options provided to the person lodging a complaint.

Step 1: Self-Management

The person with the complaint tries to resolve the problem directly with the person who has upset them. Self-management of complaints can quickly resolve many lower-level and 'accidental' issues.

Step 2: Obtaining information and support

If a complainant:

- has not been able to sort out the problem themselves
- is not sure how to handle the problem
- wants to talk about the problem and get some more information about what to do
- continues to experience the problem after approaching the other person or people involved

then the Member Protection Information Officer or someone else with authority in the sporting body is available to provide assistance to listen and provide options (based on the complaints procedures and Member Protection Policy).

Note: State/territory laws state that designated individuals must report allegations or suspected incidents of child abuse. If unsure of your requirements, contact your local child protection agency or the police to seek advice.

Step 3: Informal internal process (low-level resolution)

After talking with a Member Protection Information Officer or someone else with authority in the sporting body, the person with the complaint may decide:

- there is not problem
- the problem is minor and that they do not want to proceed with the matter
- to try and work out their own resolution, with or without support
- to seek an informal mediated resolution with the help of a third person such as a mediator or official.

Step 4: Formal internal process (written complaint and internal investigation)

If the complaint has not been resolved within 14 days, the complainant may decide to contact the Secretary to request that the matter is handled under the Club Constitution article 28, Resolving Concerns and Disputes.

Under this process, a core committee meeting is convened and the parties to the dispute are given an opportunity to state their respective cases. The core committee then decides on an appropriate resolution.

In the case that parties are still dissatisfied with the decision of the Core Committee, then further dispute resolution procedures are set out in the rules ([Constitution](#)).

Document Control

Document Revision History

Version	Date	Author	Approver	Comments
1.0	2 June 2024	K Smith	Core Committee	
2.0	29 November 2024	K Smith	Core Committee	