



## TOOWOOMBA MASTERS SWIMMING CLUB

### COMMITTEE MEMBER INDUCTION.

#### Committee members should familiarise themselves with:

- QTW Constitution: Provides the foundational legal framework for the organization including information on
  - Conflict of interest
  - Auditing
  - Meeting frequency
- QTW Code of Conduct: Outlines ethical standards and expected behaviour for committee members.
- Relevant Policies and Procedures that are available on the QTW website.
- Regular meetings schedules.
- How to handle a complaint (as outlined below)

#### Complaint Handling Process

Complaints should be passed on to a member of the Member Protection Committee (MPC) who are appointed at the AGM as soon as possible. Should someone bring a complaint to you, your role is to:

- Listen carefully to the complaint but do not pass judgement
- Maintain confidentiality, but not necessarily anonymity (see Complaints Policy)
- Advise the complainant that you will forward the complaint to the MPC and the process will be handled according to the Complaints Policy.