



## TOOWOOMBA MASTERS SWIMMING CLUB

### *POLICY: COMPLAINTS POLICY*

Our club is committed to managing all complaints appropriately. It will ensure:

- all complaints are handled fairly and with appropriate transparency;
- the person about whom a complaint is made will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

More serious complaints may be escalated to Masters Swimming Queensland. If the complaint relates to suspected child abuse, sexual assault or any other criminal activity, then our club will report the behaviour to the police and/or relevant government authority.

#### **Complaint Handling Process**

Complaints should be made to a member of the Member Protection Committee (MPC) who will:

- where possible and appropriate, maintain confidentiality, but not necessarily anonymity;
- advise the complainant of the process that will be followed;
- inform the relevant government authorities and/or police, if required by law to do so.

#### **Categories of Complaint**

Informal: an opportunity for improvement

Formal: more serious matter, requiring an investigation by the Member Protection Committee

Serious: requiring referral to MSQ, police or other relevant authorities

#### **Flowchart for investigating and finalising a complaint**

Date: 16/07/25  
Author: QTW MP Committee

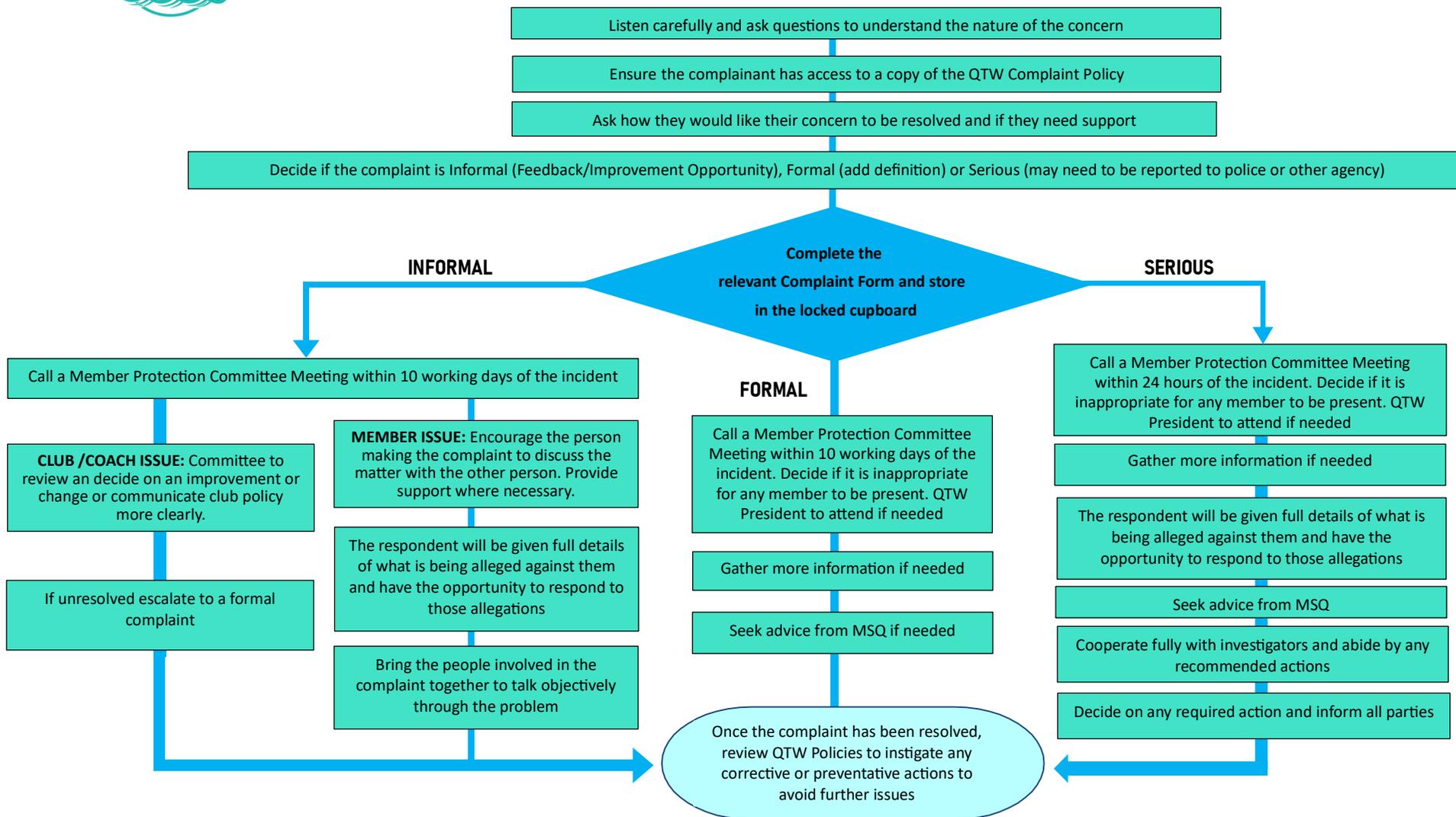
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#### **Actions that may be taken by MPC to resolve a formal complaint**

Bring the individuals involved together in a respectful and confidential setting to discuss the issue constructively and seek a mutual resolution. Where appropriate, request a verbal or written apology from the individual(s) responsible for the behaviour or action that caused the complaint.

1. Provide clear and constructive feedback on expected behaviours, including relevant policies or codes of conduct.
2. Temporarily or permanently remove individuals from specific roles, duties, or activities within the club if deemed necessary for the wellbeing of others.
3. Apply formal disciplinary actions such as suspension or termination of membership in accordance with club rules and procedures.
4. Take any other steps considered reasonable and proportionate, based on the nature of the complaint and the outcome sought.

All actions must be:

- consistent with any contractual and employment rules and requirements;
- fair and reasonable;
- based on the evidence and information presented and the seriousness of the breach; and
- determined by our constituent documents, by Laws and the rules of the sport.

#### **Support**

At any stage of the process, a person involved in the investigation may

- bring a support person to any face-to-face meeting
- seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

#### **Withdrawal**

A person may withdraw a complaint at any time. This will be recorded as the outcome. The general content of the complaint may still be used for review and continuous improvement purposes.

#### **Anonymity**

Anonymous complaints may be difficult to investigate. Members wishing to make an anonymous complaint may lodge it in written form via the club's post office box address.

#### **Data Privacy and Storage**

Any information relating to a complaint will be shared only with those people who need to know. Paperwork relating to complaints will be stored in a secure locker for 5 years and then destroyed.

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#### **Appeals**

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to Masters Swimming Queensland. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.

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