



## COMPLAINT AND DISCIPLINARY POLICY

This Policy seeks to provide guidance about the processes that apply to making of a complaint, how MSW will respond and to the taking of disciplinary action by MSW. The Association is committed to maintaining the standard of behaviour of players, parents, visitors, coaches and managers.

The MSW Management Committee will take necessary steps to address any behaviour issues or incidents of misconduct as needed.

The MSW Code of Conduct and any other relevant policies of MSW govern player, players, parents, visitors, coaches and managers' conduct. Where an individual or group of individuals fails to act in accordance with the Code of Conduct and/or other Policies, this may result in disciplinary action. Confidentiality according to the Privacy Act will apply to the process of disciplinary action.

### Complaint Management Process

- Should someone wish to raise a complaint in relation to activities associated with the MSW association, they may do so verbally or in writing.
- Verbal complaints can be made to the MSW Secretary (who is also the Member Protection Information Officer) or MSW President.
- Written complaints can be made to the following email address: [secretary@mswcricket.com](mailto:secretary@mswcricket.com)
- When a complaint is received, the person receiving or addressing the complaint (e.g. if the complaint was received in writing) will:
  - listen carefully and ask questions to understand the nature and extent of the concern
  - ask the complainant how they would like their concern resolved and if they need support
  - explain the different options available to help resolve the complainant's concern
  - inform the relevant government authorities and/or police, if required by law to do so; and
  - where possible and appropriate, maintain confidentiality but not necessarily anonymity.
- The Association will deal with complaints based on the principles of procedural fairness, as follows:
  - all complaints will be taken seriously
  - the person who is the subject of a complaint will be given full details of what is being alleged against them and have the opportunity to respond to those allegations
  - irrelevant matters will not be taken into account
  - decisions will be unbiased;
  - any penalties imposed will be reasonable.
- Once the complainant decides on their preferred option for resolution, the Association will assist, where appropriate and necessary, with the resolution process.
- If the complaint relates to the MSW Association itself, then the Association will firstly investigate and provide a written response. If a meeting is deemed beneficial as part of the process, then two members of the Management Committee will meet with the complainant, who may bring a support person, as an observer. If the complaint relates to a specific Management Committee representative, then two other Management Committee representatives will undertake the investigation.

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**Metropolitan South West District Cricket Inc.**

Postal address: GPO Box 853, Brisbane, Qld 4001

Email: [secretary@mswcricket.com](mailto:secretary@mswcricket.com) Website: [www.mswcricket.com](http://www.mswcricket.com)



- If the complainant does not consider the written response to be satisfactory, then a suitable independent person will be identified, agreed by both parties. This independent person will investigate and make a determination, including any associated recommendations.
- If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then the Association will need to report the behaviour to the police and/or relevant government authority.
- Complaints relating to the MSW representative selection process shall be dealt with under the Selection Policy, unless they are material in nature, because of a special circumstance.
- At any stage of the process, a person can seek advice from an external relevant agency and, if the matter is within their jurisdiction, may lodge a complaint with such external agency.
- The Management Committee may take into account action undertaken by an affiliated club or school in responding to any matter, in determining whether any further action is required, or alternatively may first request the club or school to investigate and provide a response and action to be taken.

## Disciplinary Process

The Association may take disciplinary action against anyone found to have breached the MSW Code of Conduct or Association policy, including if they have made false and malicious allegations.

This action may generate from a complaint or alternatively from MSW becoming aware of an action of an individual or group of individuals. In this latter case, MSW will apply the same process as for dealing with a complaint, including providing the individual or individuals the opportunity to respond to the details of the potential breach. Any disciplinary measure imposed under this Policy will:

- be fair and reasonable;
- be based on the evidence and information presented;
- be consistent with the seriousness of the breach; and
- be communicated in writing by the Association.

The disciplinary action can involve suspending a player for a number of matches (representative and/or club). It can also involve suspending a representative or club coach/manager/parent from involvement for a certain number of matches.

### MSW Volunteers

For volunteers of the Association (including coaches, managers), the action will be dependent upon the seriousness of the breach (in the view of the Management Committee) and will include:

- for serious breaches, removal from the role; and
- for other breaches, a member of the Management Committee will meet with the individual to discuss the issue/s, the expectations of the Association and suggestion/s for improvement. Should this result in no improvement, the person may be removed from the role.

The removal procedure must have a minimum of two personnel in attendance and maintain strict confidentiality according to the Privacy Act. Prior to commencement of such procedures, the Management Committee will determine the level of documentation required and confirm acceptance by the individual.

All removals from roles will be advised verbally and in writing and will involve the return to the Association of any equipment or items owned by the Association.