



Midland Cycle Club (Inc.)

Grievance
and
Resolution
Guideline and Procedures
2019

Version 1.2



Preface

It is with pleasure that I introduce to you the Midland Cycle Club Grievance and Resolution Guideline and Procedures.

The Midland Cycle Club is committed to providing an environment where all persons are treated equal and with respect and the core values of the club are instilled, upheld and maintained.

Where a complaint, allegation and/or a breach of the Midland Cycle Club - Code of Conduct come to the attention of the club and involves one or our members, riders, coaches, officials and/or supporters, this document will articulate how the Midland Cycle Club will respond.

The Midland Cycle Club has a responsibility to deal with the issues in a professional and timely manner, through an approved process. These processes must be transparent however, the integrity and confidentiality of the complaint must be ensured and the person accused of the infraction will be provided with the 'benefit of doubt' until all processes have been concluded.

The Midland Cycle Club (Executive Committee) has the right amended or undertake another complaint and resolution strategy should the nature of the complaint, complainant, respondent or alleged person be of such, the committee feels an alternative process is in the best interest of the club. A record of the alternative process shall be made and retained by the club.

Reference: *Midland Cycle Club Code of Conduct 2019*


Process for any official complaint, allegation, grievance and/or other infraction/violation by a Midland Cycle Club (MCC) Committee Member, coach, rider or supporter either directly or indirectly.


Definitions;

Complaint; an allegation, grievance and/or other infraction/violation alleged against either a committee member, coach, rider or supporter of the Midland Cycle Club.

Committee member; duly elected and current representative of the Midland Cycle Club Committee

Executive Committee; duly elected and current representative of the Midland Cycle Club Committee holding the position of President, Vice President, Treasurer or Secretary






Supporting Evidence; may include, but not limited to; physical acts, personal observations, spoken words or gestures and literature/images in physical or electronic format. *Photographs and/or written records of the any evidence should be made, where applicable.*

Penalty; may include, but not limited to; verbal guidance, a warning, removal from that activity and where applicable, cancellation of membership, suspension from training, exclusions from races and/or exclusions from MCC events or functions. *A penalty imposed by MCC does not excluded the individual/individuals from action being taken against them through any other party e.g Criminal action, Civil action, AusCycling etc.*

Sanction; the penalty imposed on an individual or group of individuals. *In the matter of serious of major infraction the penalty can be imposed at the time of the alleged complaint and prior to all supporting evidence being collated and assessed. Where a sanction is imposed under these determination, the committee will record their rationale.*

Part I


Person wishing to make a complaint or observing the infraction

1. Upon becoming aware of an issue will attempt to resolve the matter, if appropriate. *E.g. low level minor infraction.*
 2. Endeavour to ascertain the name of the individual/s who are involved in the matter, where practicable. (Complainant and respondent/s)
 3. Locate and inform a MCC coach or MCC committee member, as to the nature of their complaint.
 4. Where a coach or MCC committee member is the subject of the complaint, attempt to locate an independent MCC Executive Committee Member and advise them.
 5. Where a MCC coach or MCC committee member in unavailable, may elect to contact a MCC coach or MCC Committee Member through electronic communications or via a letter to the Midland Cycle Club and provide all relevant details.
 6. If supporting evidence is available, retain, if possible.
 7. Where reasonable, make themselves available to provide additional information to the club or delegated party investigating their complaint.
- 

Part II

MCC Coach or Committee Member receiving the complaint

1. Ascertain the name of the person making the complaint and assist in identifying the person subject to the allegation.
2. Determine the level of complaint (Minor, Moderate, High or Extreme). Classification can be made in consultation with another committee members.
 - b. **Minor** – can be dealt with immediately by any coach or committee member with no serious implications and can be resolved with by a warning or guidance provided or removal from that activity.
 - c. **Moderate** – can be address by a committee member or senior coach through verbal conflict resolution methods and can be resolved with by a warning, removal from that activity and temporary suspension from other MCC activities , and this rating includes, complaints is against a parent/helper and/or supporter but excludes coaches or committee members.
 - d. **High** – should be subject to an independent investigation by a committee member, senior coach or other nominated person not involved in the incident, and this rating includes, complaints against a person holding a function within the club as either a coach, committee member, chaperone or club ambassador.
 - e. **Extreme** – Potential for;
 - i. Police intervention, or
 - ii. External intervention, and
 - iii. A high level of adverse publicity for the club through media and or other sources
3. Complaint which are classified as 'Moderate' do not need to be recorded however, a coach or committee member, other than the person receiving the complaint, is to be advised. Complaint which are classified as 'Moderate', the President , Vice President or Senior Coach will be advised.
4. The person making the complaint/s should be advised of the outcome.
5. Complaints which are classified as 'high' or 'extreme'; details of the complaint and or infraction should be recorded.
 - a. include date, times and location
 - b. complaints name, (can be the witness)
 - c. victims details or activity undertaken to give rise to allegation
 - d. Respondents (alleged persons) details, if any.
 - e. Nature or the complaint or full description of the activities.
 - f. Any other witnesses (details).
 - g. Any action taken at the time to address the situation or incident

- 
6. All matters which are classified as High or Extreme must ensure the following;
 - a. The person making the complaint must be advised that the club will be undertaking a process to investigation and/or resolve the issue.
 - b. Person subject of the complaint will not be informed of the complaint until subsections C – I are undertaken, if applicable.**
 - c. Another committee member (not subject to the complaint) has been advised of the incident, if available at the time.
 - d. **Extreme incident** - allegation of serious assault or similar the alleged person should be moved away from the complaint, remain in company with an independent person, if juvenile, a parent should be contacted and all parties should remain separated but at the location until an appropriate course of action can be determined.
 - e. **Extreme incident** - Should the incident be of a criminal nature, police shall be notified ASAP and all efforts are to be made to preserve the area, minimise loss of evidence and at all times ensure the victim welfare remains the top priority.
 - f. All details of the nature of the complaint have been recorded including personal observations and any conversations held by either party. Documents and/or notes made at the time must be able to be retrieved and examined if necessary (suggest an email to one self as a practical method and can include photos etc.)
 - g. MCC President has been advised, if the MCC President is subject to the complaint, the Vice President shall be advised accordingly.
 - h. The President or Vice President, in consultation with at least 2 other committee members, not involved in the incident, shall determine the most appropriate method and person/s to undertake an investigation.
 - i. Matter to be investigated by the nominated person and/or external authority.
 - j. Incidents of a 'High or Extreme' classification must be subject to a rewriting report of the investigation, conclusions, recommendations and whether the complaint was advised of the outcome and their understanding of the process and may but not always include to their satisfaction.
 - Reporting;
 - Low - do not need to be reported to the committee.
 - Moderate - must be reported to the President, Vice President and/or a senior coach for their information and redress, if required.
 - High - must be reported to the President, Vice President and/or a senior coach for their information and redress, if required and also raised within the following committee meeting for discussion and/or noting.
 - Extreme - must be reported to the committee out of sessions and later tabled, discussed and recorded in committee minutes. Items of a sensitive nature should be dealt with in a manner as not to identify the complaint, witnesses and/or allege perpetrator without the consent of the committee.
 - All committee members, coaches, support staff etc. must ensure that all matters are dealt with in a manner that protects the rights of the complaint, ensure integrity and at all times information relating to the incident must be held in confidence and not discussed with any other person.