

CGCUA Dispute & Grievance Procedures

Definitions

Member Protection Information Officer (MPIO)

*A person who has completed a state or territory MPIO course. The MPIO is responsible for providing information about a person's rights, responsibilities and options to an individual making a complaint or raising a concern, as well as support during the process. They may reside within the club or association, or be freelance (not linked to the sport). **They are NOT a person who investigates matters, advises, or advocates for the complainant.***

Complaint Handler

Any person in authority in the club or association that may be required to manage complaints or concerns, this may include resolution, investigation and mediation. Complaint Handlers may be in the role of a President, Secretary, committee, coaches and officials (referees and umpires).

Complaint Officer

A nominated person within the club or association delegated to deal with complaints. People wishing to lodge a complaint would be directed to this person. Clubs are not required to appoint a person to this position and many clubs choose not to. A complaint officer is authorised to investigate and act on complaints without reference back to the committee, although they will report back to the committee on the actions they've taken and the results.

If an Umpire member has a grievance with a selection they should first endeavour to resolve the issue informally. If this procedure does not receive the desired outcome, then the dissatisfied member can institute the formal procedure outlined below:

Step 1: Informal Complaint (Self-Management)

The aim of an informal complaint is to allow 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.

* The CGCUA Member Protection Information Officer is available to provide any relevant CGCUA documents (e.g. procedures, constitution, etc.) to help you in your complaint.

** Should the complaint not achieve the desired outcome, then the matter may need to be dealt with under the CGCUA Dispute & Grievance – Formal Complaint procedure.

Step 2: Obtaining information and support

Contact the CGCUA Member Protection Information Officer (MPIO).

The MPIO (or someone else nominated by the MPIO) is available to provide assistance to listen and provide options to the person with the complaint if s/he:

- 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.

The MPIO will provide you with the relevant information (CGCUA documents/procedures/constitution/etc.) surrounding your complaint and give you the options for how you would like to proceed.

***The MPIO is not allowed to be involved in the official hearing of your case, nor any investigation of your complaint.*

Step 3: Informal internal process (low level resolution)

After talking with the MPIO (or someone else nominated by the MPIO), the person with the complaint may decide:

- there is not a 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 an official.

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

If the complaint has not been resolved, the person with the complaint may decide to write a formal complaint to the management committee or Board of the club or managing body.

A formal procedure is most appropriate when:

- *matters have not been satisfactorily resolved at the informal level*
- *matters involve serious allegations*
- *the other person denies the allegations*
- *the person or people being complained about are more senior than the person with the complaint*

Upon receipt of the complaint (the Formal Complaints form), the MPIO will instruct the CGCUA Executive to appoint a Complaints Handler whose job it will be to investigate the complaint. The Complaints Handler

- will be a member of the CGCUA Executive, or be a person nominated by the Executive,
- is not allowed to be the MPIO,
- is not allowed to have a conflict of interest in the complaint being investigated.

Once the investigation is completed, a minimum of three (3) CGCUA Executive members will convene to discuss the complaint and the report of the Complaint Handler. (On occasions, the complainant may be asked to present his complaint directly to the panel as well as the Complaints Handler.

- Any member of the CGCUA Executive who has a conflict of interest in the complaint cannot be a member of the panel.
- The MPIO cannot be a member of the panel.

The nominated CGCUA Executive members will discuss the complaint and come up with a list of recommendations about outcomes.

Step 5: An appeals process

If the person with the complaint or the person complained about is not happy with the process or outcome of the investigation, or any recommended mediation does not result in a mutually acceptable solution, then either party is entitled to appeal.

In an appeals process, the complaint is reheard by a different investigator/ decision maker and the decision is reviewed. In the CGCUA, as in most organisations, a person has the right to one internal appeal.

Step 6: External options

If the CGCUA Dispute and Grievance Procedure does not achieve a satisfactory resolution or outcome, or if the person with the complaint believes it would be impossible to get an impartial resolution within the CGCUA, they may approach an external body (such as an anti-discrimination agency, Queensland Cricket) for advice or to lodge a complaint at any time during the process.

Talk to the Member Protection Information Officer for further information about options.

Conclusion

The CGCUA executive is committed to providing a quality service for its umpiring members and the Gold Coast Cricket community. It is always the hope of the CGCUA executive that members endeavour to solve their complaints informally but understand that the need for a formal approach may be required.

This policy incorporated a set of mutually agreed procedures which encourages umpire members to resolve any complaints through a process of following a clear set of steps.