



Hornsby Junior Rugby Union Football Club



Participation, Fun, Family & Friendship



COMPLAINTS POLICY

Hornsby Junior Rugby Union Football Club (HJRUF) aims to provide an easy to use, confidential and trustworthy procedure for Complaints based on the principles of Natural Justice. Any person may report a Complaint (Complainant) about a person/s or organisation bound by this Policy if they reasonably believe that a person/s or a HJRUF has breached this Policy.

A Complaint may be reported as an informal or formal Complaint. The Complainant decides whether the Complaint will be dealt with informally or formally unless HJRUF Committee considers that the Complaint falls outside the parameters of this Policy and would be better dealt with another way.

All Complaints will be dealt with promptly, seriously, sensitively and confidentially. The complaint procedures, including to whom the Complaint should be reported, are outlined in attachment of this Policy.

Vexatious Complaints and Victimisation

HJRUF aims to ensure the complaints procedure has integrity and is free of unfair repercussions or Victimisation. If at any point in the complaint process HJRUF considers that a Complainant has knowingly made an untrue Complaint or the Complaint is vexatious or malicious, the matter may be referred to the HJRUF Committee for appropriate action which may include disciplinary action against the Complainant.

HJRUF will also take all necessary steps to make sure that people involved in a Complaint are not victimised by anyone for coming forward with a Complaint or for helping to sort it out. Disciplinary measures will be imposed on anyone who victimises another person for making a Complaint.

Mediation

HJRUF aims to sort out Complaints with the minimum of fuss wherever possible. In many cases, Complaints can be sorted out by agreement between the people involved with no need for disciplinary action. The people involved in a formal Complaint- the Complainant and the person complained about (Respondent) - may also seek the assistance of a neutral third person or a Mediator.

If a Complainant wishes to try and resolve the Complaint with the assistance of a Mediator, HJRUF will, in consultation with the Complainant, arrange for a Mediator to mediate the Complaint.