



## MEMBER PROTECTION & COMPLAINTS PROCEDURE

Southeast Region Bowls (SERB) adopts the principles included in the Bowls Australia Member Protection Policy as issued by Bowls Australia, January 2024.

The Constitution & Bylaws of Southeast Region Bowls also include provisions relating to codes of behaviour and these provisions also apply.

Having regard to the sport of lawn bowls principles of aspirational good will and sportsmanship, it is expected that, where a member is dissatisfied with a decision or the behaviour of another member, an attempt will be made to resolve the matter in an informal way by the members concerned.

It is also expected that where there cause for complaint is a decision that has been made by the SER executive or a subsidiary committee, the matter will be taken up in the first instance with the person or Chair of the Committee responsible for the decision. For example, a decision relating to selection should be taken up in the first instance with the Chair of Selection. The complaint may also be taken up with the SERB President who may ask that the complaint be made in writing.

Further, it is expected that the persons concerned will make every effort to discuss the matter and be prepared to agree on a constructive way forward.

If the people concerned fail to reach agreement and a constructive way forward. The following procedures will apply.

The following procedures will apply in relation to BA Code of Conduct, July 1, 2022.

**Handling of Complaints** (where not resolved informally as suggested above)

### **Complaint by a member of Southeast Region Bowls**

- All complaints must be in writing addressed to the Secretary, SERB.
- The Secretary will refer all complaints to the President of SERB. The President may deal with the matter or refer the complaint to the Executive Committee for consideration. If a member of the SERB Executive Committee is involved in a personal way with the complaint, they will absent themselves from consideration of the complaint.
- Where necessary, the complainant and, where relevant the person about whom the complaint is made will be invited to address the

committee. Both parties to the complaint have a right to put forward their own point of view.

- The members involved may be invited to attend either together or separately as the Committee decides.
- The Committee may seek comments from other members of SERB that have either witnessed or been involved with the complaint.
- The Committee may seek advice from non-members of SERB, if this is considered appropriate by the Executive Committee.
- The complainant and any other relevant person/s will be advised in writing of the outcome of the complaint.

### **Complaints from non-member/s of SERB**

- Where a complaint about a member of SERB or a general complaint is received from a non-member or another organisation, the general principles set out in this document relating to the handling of the complaint and documentation will apply.
- The Executive Committee may also initiate investigation of an incident which it considers may be in breach of the Code of Behaviour set out in the Bowls Australia Code of Conduct Policy referred to in this document. The general principles set out in this document will apply.

### **Handling of Documentation**

- The matter will be handled confidentially and sensitively by the Executive Committee. The details of the complaint will be recorded separately from the minutes of general Executive Meetings which will only record in terms the lodgement and progress in handling the complaint.
- The correspondence list for the pertinent Executive Committee meeting will only record the fact of lodgement of the complaint.
- Documents relating to the complaint will be stored by the Secretary in a separate 'Complaints Folder' and kept in a secure place. The documentation will not be made generally available.

In the event that a complaint cannot be resolved by the procedures set out in this document, the complainant or other affected person will need to pursue the matter in accordance with the Bowls Australia and Bowls NSW policies.

**POLICY DATE:** 4 November 2024