



Yarra Roughies Master's Swim Club Inc

No. A0044051X
ABN: 83 871 179 886

Yarra Roughies Club Level Complaints Procedure

Complaints Procedure

As stated in our club rules, the Yarra Roughies “encourage adults to pursue their fitness, well-being, and competitive swimming goals in an inclusive social club environment. As part of this, the Yarra Roughies Masters Swim Club promotes friendship and fun, endeavoring to provide a supportive community that is rich in diversity.” To help us achieve this purpose, the Yarra Roughies have adopted the Yarra Roughies Code of Conduct. As a Masters Swim Club, we have also adopted Masters Swimming Australia’s Member Protection Policy. We believe these policies will help to encourage responsible behaviors within our club that promote a supportive community and an inclusive environment.

This complaints procedure describes the procedure for managing complaints at the club level. All complaints will be kept confidential and will not be disclosed to another person without the complainant’s consent except if the law requires disclosure or if disclosure is necessary to deal effectively with the complaint.

Individuals and organisations may also pursue their complaint externally under anti-discrimination, child protection, or other relevant legislation.

If you wish to remain anonymous, the Yarra Roughies may have difficulty assisting you in resolving your complaint. Procedural fairness (natural justice) means that the Yarra Roughies are required to provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond.

INFORMAL APPROACHES

Step 1: Talk with the other person (where this is reasonable, safe and appropriate).

In the first instance, you (the Complainant) should try to sort out the problem with the person or people involved (respondent) if you feel able to do so.

Step 2: Contact the Member Wellbeing Navigator

Talk with our Wellbeing Navigator/Member Protection Information Officer's (MPIO) if:

- the first step is not possible/reasonable;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially about the problem with someone and obtain more information about what you can do; or
- the problem continues after you tried to approach the person or people involved.

The Member Wellbeing Navigator will:

- take confidential notes about your complaint;
- ask what outcome/how you want the problem resolved and if you need support;
- provide possible options for you to resolve the problem;
- act as a support person if you so wish;
- refer you to an appropriate person (e.g. Mediator) to help you resolve the problem, if necessary;
- inform the relevant government authorities and/or police if required by law to do so; and maintain confidentiality.

You may reach the Member Wellbeing Navigator, Carol Chenco, at RoughiesNavigator@chenco.org

Step 3: Outcomes from initial contact

After talking with the Member Wellbeing Navigator, you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and work out your own resolution (with or without a support person such as a Wellbeing Navigator);
- to seek a mediated resolution with the help of a third person (such as a mediator); or
- to seek a formal approach.

FORMAL APPROACHES

Step 4: Making a formal complaint

If your complaint is not resolved or informal approaches are not appropriate or possible, you may:

- make a formal complaint in writing to the President. If the complaint is against the President, then the complaint should be lodged with another member of the Committee.
- approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice.

Any formal complaint filed with the President or another member of the Committee will be addressed following the process described in Part 3 Division 3 – Grievance procedure of the Club Rules. This includes (1) the parties attempting to resolve the dispute, (2) the appointment of a mediator, and (3) the mediation process. If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute in accordance with the Association Incorporation Reform Act of 2012 or otherwise at law.

Date of Procedure approval by Committee: 14 December 2025