



# GDCC Complaint Process

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Sporting organisations need to have procedures and processes in place for managing and dealing with complaints and grievances about:

- Team Selections
- Discrimination,
- Harassment,
- Child protection issues and
- Other breaches

of their sport's policies, rules and Code of Behaviour. These processes must be fair and transparent and apply to all roles and across all levels of our sport. The following processes are consistent with the Complaints Procedure in the South Australian Cricket Association's 'Affiliates and Club Protection Policy', as the State Sporting Organisation.

This process provides information on managing complaints and complaint procedures relating to the Glenelg District Cricket Club.

If you need to make a complaint or raise a concern in relation to inappropriate behaviour that you have experienced in our Club (such as harassment, discrimination or abuse), the [Complaints Flowchart on the last page](#) should assist you in working out who to contact and how.

For Selection complaints only then the first point of contacts are:

- Seniors – Chairman of Selectors
- Juniors – Director of Junior Coaching

For all other types of complaints, start at the flowchart level (club, state or national) that the incident occurred.

For simplicity of handling complaints the process is divided between Seniors (over 18) and Juniors (under 18).

For more information:

- On making a complaint, what to do if a complaint has been made against you, or dealing with a complaint, visit the Play by the Rules website - [www.playbytherules.net.au](http://www.playbytherules.net.au)
- Contact the Alternative Dispute Resolution Centre in our state. [State Sport Dispute Centre \(SA\)](#) Provides a confidential and impartial mediation and dispute resolution service for the South Australian sporting community.
- Contact the Human Rights, Equal Opportunity or Anti-Discrimination commission/office in our state, if the complaint is based on anti-discrimination law. [Equal Opportunity Commission SA](#)

## Complaints Flowchart (next page)

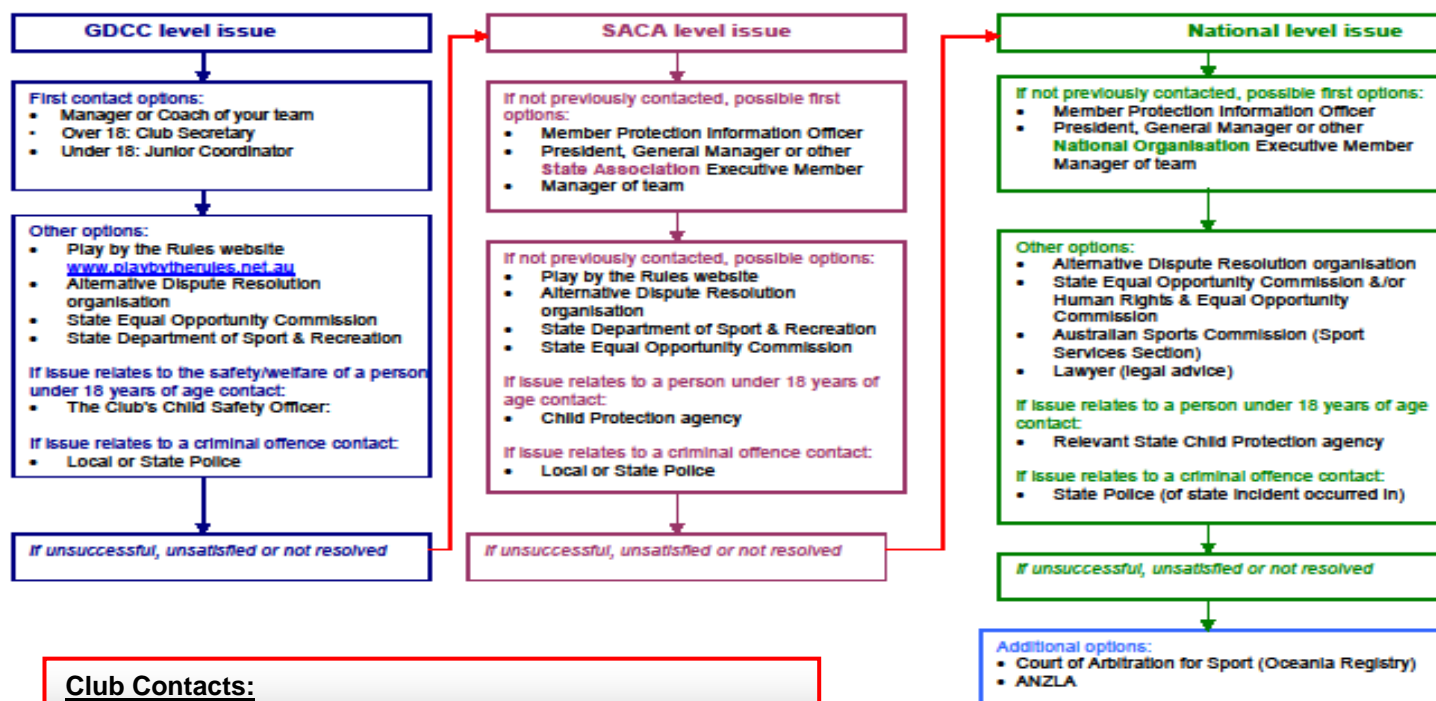
If you need information, advice, wish to make a complaint or to raise a concern in relation to inappropriate behaviour in sport (such as harassment, discrimination or abuse), this chart should assist in working out who to contact and how. Start at the level (club, state or national) that the incident occurred.



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## Complaints Flowchart

If you need information, advice, to make a complaint or to raise a concern in relation to inappropriate behaviour in sport (such as harassment, discrimination or abuse), this chart may assist in working out who to contact and how. Start at the level (club, state or national) that the incident occurred.



### Club Contacts:

Refer to the club's website at [www.gdcc.net.au/contacts](http://www.gdcc.net.au/contacts)