

Complaints Flowchart – Mooroopna Hockey Club

If a person, including a child, is in immediate danger call 000 immediately.

If your complain relates to Child Safety, but is not urgent, contact Ali Ritchie or James Sach.

If you find a problem:

1. Try to resolve with the person involved
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2. If the first step doesn't work, or you want more assistance talk with one of the club's Complaints officers
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Ali Ritchie vpa@mooropnahc.com	James Sach vpb@mooropnahc.com
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3. After talking with them, you may decide:

There is no problem;	Not to take the matter forward;	To try and work out your own resolution;	To resolve the problem with someone impartial, like a mediator;	To resolve the matter through a formal process. (Go to Step 5).
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4. If the complaint is not resolved to your satisfaction, you may:
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Make a formal complaint to the club's Complaints Officers.	Approach a relevant external agency for advice
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5. If a formal complaint is made, MHC will decide whether:
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They are the most appropriate entity to handle it;	It warrants a formal resolution procedure;	To appoint a person to investigate;	To refer to mediation;	Refer the complaint to a disciplinary subcommittee hearing;	To refer to the appropriate authority or organisation
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6. Under the decisions above, MHC will provide:

Investigation and a written report;	Mediation sessions;	Disciplinary subcommittee hearing;	Assistance to police or other authorities;	Review of the arrangements;
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At any stage a complainant may choose to refer a complaint to an external agency. Note that if you wish to remain anonymous MHC cannot help you to resolve your complaint.