

Complaints Process - General complaints



Who can report complaint?	Child / player Parent Coach Team Manager Committee member
What to report	<p>Any issues of non compliance to the Codes of Conduct for players, parents coaches or officials</p> <p>Environmental safety concerns</p> <p>Disclosure of harm or abuse, or any allegations, suspicion or observations of abuse or harm - should be reported to the Child Safety Person.</p>
Call 000 if a child is in immediate danger	
How to report?	E-mail, Face to face verbal report or telephone call.
Who to?	<p>Complaints Sub-Committee - made up of: Vice-President, Team Manager Liaisons</p> <p>e-mail: ht.heat.president.com.au - first contact to be made via e-mail and then further contact details or meeting arrangements can be made from there</p>
What happens next?	<p>The Complaints sub-committee will then:</p> <ul style="list-style-type: none"> * Firstly identify the nature and seriousness of the complaint. Where the complaint can be dealt with immediately this will be done where possible . * Initiate internal processes to ascertain potential resolution to the Complaint * Communicate with the relevant parties the outcome of the investigations and the resolution to be undertaken.
Outcome	Investigation, outcome decided - relevant people notified of the outcome of investigation, committee advised and Compliants register updated, policies updated if required