



Rockingham Basketball & Recreation Association Member Protection Policy – Complaints Handling

Purpose

This policy ensures that all members, participants, volunteers, and staff have a safe and respectful environment in which to participate. It outlines the role of the Member Protection Officer (MPO) and the process for raising and resolving concerns.

Complaints Process

1. Initial Lodgment

- All complaints or concerns relating to member behaviour, child safety, harassment, bullying, discrimination, or breaches of Association policy must first be lodged with the Association Office.
- Complaints can be submitted in person, via phone, or by email to the office: admin@rockinghamflames.com.au

2. Office Review

- The office will record the complaint, review the matter, and attempt to resolve it in a timely and appropriate manner in line with Association policies.

3. Escalation to MPO

- If a complainant believes their concern has not been addressed adequately by the office, they may contact the Member Protection Officer (MPO) at mpo@rockinghamflames.com.au.
- The MPO will review the concern, provide independent support, and ensure the matter is managed fairly, confidentially, and in accordance with relevant policies and legislation.

Role of the Member Protection Officer (MPO)

- Act as an impartial and confidential contact for members who feel their complaint has not been resolved through the office.
 - Provide information and guidance on the complaint process.
 - Support members in making or escalating a complaint. • Ensure complaints are handled in accordance with the organisation's policies and relevant child protection or safeguarding requirements.
 - Refer serious matters to external authorities if required.
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