



NSWERA Governance Manual Document No. 3.1 - NSWERA Complaints Resolution Policy

NSW ENDURANCE RIDERS' ASSOCIATION

HARASSMENT/EQUAL OPPORTUNITY COMPLAINTS RESOLUTION PROCEDURE.

If a complaint about a harassment or equal opportunity problem is made, these steps should be followed:

- ♦ The complainant should ask the person to stop the behaviour (ensure accurate records of incidents, including time, date, place, witnesses etc, are documented)
- ♦ If the behaviour continues, or if the complainant feels uncomfortable broaching the issue, the complainant should bring the matter to the attention of the Contact Officer (e.g. executive director, manager or president)
- ♦ Obtain advice on procedures from the Contact Officer. The complaint may be resolved informally, for example with an apology
- ♦ If there is no resolution and the complainant would like to proceed, the Contact Officer refers the complaint to a **Grievance Officer** or assistance is sought from an external agency
- ♦ The Grievance Officer investigates and informs the person(s) complained about of the allegations
- ♦ The Grievance Officer interviews both parties separately, confidentially and impartially. Both parties must have a chance to state their case, give an explanation and put forward their defence. All parties must be heard and relevant submissions considered
- ♦ The Grievance Officer writes confidential records of the complaint process unless disclosure is necessary for further processes
- ♦ The Grievance Officer attempts mediation/conciliation between the parties
- ♦ The Grievance Officer achieves resolution and follows up to make sure there is no repetition of the behaviour
- ♦ In cases of a serious allegation or dispute, the Grievance Officer refers the matter to the sports management for investigation and possible disciplinary action
- ♦ If internal conciliation is unsuccessful or inappropriate, the complainant puts a written complaint to an external agency, for example, the NSW Anti-Discrimination Board. This can be done with the support of a Grievance Officer.

At any stage, it is the prerogative of the complainant to proceed with, or dissolve, a complaint.