



# **Bullying, Harassment and Complaints Policy**

**VERSION 4**  
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**Bungendore Netball Club Inc.**

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# **Anti-harassment, Discrimination and Bullying**

## **Aim and objective**

The Bungendore Netball Club (BNC) opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat:

- Someone less favourably because of a particular characteristic
- Imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic
- Any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers.

Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Our club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the club.

# Responding to Complaints

## Complaints

BNC takes all complaints regarding on and off-court behaviour seriously. Our club executive committee will handle complaints based on the principles of natural justice, that is:

- All complaints will be taken seriously.
- Both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond.
- Irrelevant matters will not be taken into account.
- Decisions will be unbiased and fair.
- Any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to the Queanbeyan Netball Association (QNA) and/or Netball NSW.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority.

## Complaint Handling Process

Complaints can be made directly to your/your child's coach or team manager or to the Club President.

When a complaint is received by our club, the person receiving the complaint will:

- Request the complaint be submitted in writing.
- Immediately report it to the executive committee, unless they are the person/people receiving the complaint.
- Listen carefully and ask questions to understand the nature and extent of the problem.
- Ask what the complainant would like to happen.
- Explain the different options available to help resolve the problem.
- Take notes.
- Maintain confidentiality but not necessarily anonymity, unless requested.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- Supporting the person making the complaint to talk to the person being complained about.
- Bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation).
- Gathering more information (e.g. from other people that may have seen the behaviour).
- Seeking advice from Queanbeyan Netball Association, Netball NSW or from an external agency (e.g. State Department of Sport or anti-discrimination agency).
- Referring the complaint to the QNA and/or Netball NSW.
- Referring the complainant to an external agency such as a community mediation centre, Police or anti-discrimination agency.

In situations where a complaint is referred to the QNA and/or Netball NSW and an investigation is conducted, the club will:

- Co-operate fully.
- Ensure the complainant and respondent are not victimised.
- Where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s).
- Act on QNA and/or Netball NSW recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency.

## **Disciplinary Measures**

BNC will take disciplinary action against anyone found to have breached this policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- Be fair and reasonable.
- Be based on the evidence and information presented and the seriousness of the breach.
- Be determined by our Constitution, by-Laws and the rules of the game.

Possible measures that may be taken include:

- Verbal and/or written apology.
- Counselling to address behaviour.
- Withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club.
- Suspension or termination of membership, participation or engagement in a role or activity.
- De-registration of accreditation for a period of time or permanently.
- A fine.
- Any other form of discipline that our club considers reasonable and appropriate.

The executive committee, at its own discretion, may impose any of the abovementioned measures should non-compliance of disciplinary measures occur.

## **Appeals**

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by BNC to QNA and/or Netball NSW. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.