

# Wahroonga Softball Club – Resolving Complaints



The following steps are used to resolve complaints raised by Wahroonga Softball Club members.

<b>Informal approach</b>	<b>Talk with the other person</b>	In the first instance, the person with the complaint should attempt to sort out the problem with the person or people involved if they feel able to do so.
	<b>Obtain information &amp; support</b>	<p>Wahroonga Softball Club has a Member Protection Information Officer (MPIO) who is available to listen to the complaint and provide impartial and confidential support.</p> <p>The role of the MPIO is to suggest options for resolving the problem. Depending on the nature of the complaint, the MPIO may discuss the complaint with the WSC Committee (as long as permission is obtained from the complainant).</p>
	<b>Resolve Issue / Decide if further action is required</b>	<p>After talking with a MPIO, the person with the complaint may decide:</p> <ul style="list-style-type: none"> <li>• the problem has been resolved, or there is no longer a problem,</li> <li>• the problem is minor and they do not want to proceed,</li> <li>• to try and work out their own resolution, with or without support of the MPIO,</li> <li>• to seek an informal mediated resolution, or</li> <li>• to seek a formal approach.</li> </ul> <p>If mediation is chosen, the MPIO may assist in arranging an appropriate third person to mediate.</p>
<b>Formal approach</b>	<b>Formal Complaint</b>	<p>If the complaint has not / cannot be resolved through the informal approach outlined above, the complainant may decide to write a formal complaint to North Shore District Softball Association (NSDSA).</p> <p>Formal complaints raised to the association, including the investigation and appeals process, will be covered by NSDSA’s Complaints Policy.</p>
	<b>External Options</b>	If the internal complaint resolution procedure does not achieve a satisfactory outcome, or if the person with the complaint believes it would be impossible to get an impartial resolution within WSC or NSDSA, they may approach an external body (such as the state anti-discrimination commission) for advice.