



MSSA Member Protection Complaint Process

INTRODUCTION

Masters Swimming South Australia (MSSA) is part of a national network of like organisations that exist to encourage and enable adults to swim and participate through its member clubs in order to promote fitness, friendship and fun.

To help support this, the MSSA seeks to protect its members through various policies including:

- **The MSSA Member Protection Policy** available at: <https://mastersswimmingsa.org.au/documents/msa-rules-and-policies/>
- **The MSSA By-Laws**, specifically Sections 10.4 – 10.10 available at: <https://mastersswimmingsa.org.au/documents/>
- And further backed by the **Masters Swimming Australia National Policy** at: <https://mastersswimming.org.au/rules-and-policies/member-protection/> and the **Sport Integrity Australia Framework** available at: <https://www.sportintegrity.gov.au/what-we-do/national-integrity-framework>

POLICY IN ACTION

To enact this policy, MSSA has a Member Protection Officer (MPO) who is the contact person for enquiries, concerns or complaints around harassment, abuse and other inappropriate behaviour. The MPO is contacted through the MSSA Administrator (mssasecretary@adam.com.au).

The MPO's role is to:

- listen, support and clarify basic points and concerns
- explain the complaint process and options available
- monitor and follow up any enquiry or complaint
- keep detailed notes on every part of the issue they are aware of
- keep secure records of any matter.

COMPLAINTS PROCESS

The following process will be followed with any complaint:

STEP 1: A complaint must be in writing to the MSSA Board, represented by the Member Protection Sub Committee, and sent to: mssasecretary@adam.com.au with a copy to the relevant Club President or representative. The complaint must include full details of the date, person/ people involved and its nature. At this point the MPO will also get involved.

STEP 2: A copy of the complaint shall be sent by MSSA to the other party involved who then has 14 days to reply in writing to the Member Protection Sub Committee.

STEP 3: The Member Protection Sub Committee will consider the complaint and decide on the best action to resolve the complaint.

Complaint Resolution: The most common methods of complaint resolution are (in order):

- *Mediator*: The matter will be resolved via a mediator appointed by the MSSA who will listen to both sides and work towards a successful resolution.
- *Tribunal*: Due to its severity or the possible unavailability of the mediator, the MSSA Member Protection Subcommittee will act as a tribunal to hear and decide on the matter.
- *National MPO*: In some cases, for example due to privacy issues or the need for the matter to be heard by those totally disconnected to the people involved, the matter will be referred to the MSA MPO for their action and resolution.

NOTES:

- The absolute minimum number of people should be involved in any Member Protection matter. This will be the:
 - Club Officer responsible for Member Protection matters
 - parties involved
 - MSSA Member Protection Sub-Committee which includes the MSSA Member Protection Officer (MPO)
- The parties involved must agree to the most appropriate action offered to resolve the matter.
- After any investigation is concluded, the MSSA Board may determine a penalty to be imposed (if any).
- At any point, the MSSA may request further details of the matter from any person involved.