



Stealers Baseball and Softball Club Inc
ABN 21 664 105 236

Complaint Management Policy and Procedure

Version: 1.0

Date: May 2026

Approved by: Committee of Stealers Baseball and Softball Club Inc

Next review: By 15 May 2029

1. Introduction and Intent (section a)

This standalone Complaint Management Policy and Procedure outlines how Stealers Baseball and Softball Club Inc will receive, manage, and respond to any complaints or concerns relating to child safety, child abuse, grooming, bullying, harassment, or breaches of our Child Safe Policy or Code of Conduct. The policy demonstrates our zero tolerance for child abuse or harm and ensures all complaints are handled promptly, confidentially, fairly, and in accordance with the Children's Guardian Act 2019 (NSW), the 10 Child Safe Standards, the National Integrity Framework, Baseball Australia's Safeguarding Children and Young People Policy, and Baseball NSW policies. It applies to everyone associated with the Club: committee members, coaches, officials, volunteers, players (including children), parents/carers, spectators, and any other person involved in Club activities (on-site, off-site, online, or during travel/events). The intent is to provide a safe, accessible, and transparent process so that children, parents, and all members feel confident to raise concerns and that every complaint is taken seriously and acted upon.

2. Definitions of Harm, Abuse, Grooming and Bullying (section b)

Child Abuse includes:

- Physical abuse
- Emotional/psychological abuse
- Sexual abuse (contact or non-contact)
- Neglect
- Exposure to family/domestic violence

Grooming: Behaviours by an adult that manipulate or control a child (or their family/networks) with the intention of gaining access to the child, obtaining compliance, maintaining silence, or avoiding discovery of sexual abuse.

Bullying: Repeated and intentional use of words or actions (in-person or online) against a child to cause distress and risk to their wellbeing.

(Definitions consistent with Baseball Australia's Safeguarding Children and Young People Policy and the Office of the Children's Guardian.)

3. Types of Complaints or Concerns that Must Be Reported (section c)

The following must be reported immediately:

- Any suspected or alleged child abuse, grooming, or neglect
- Breaches of the Child Safe Code of Conduct
- Bullying, harassment, discrimination, or victimisation involving children
- Inappropriate behaviour or boundary violations by adults towards children
- Concerns about a child's safety or wellbeing at Club activities
- Any other matter that could place a child at risk of harm

All other complaints (e.g. general grievances, coaching disputes) are also welcomed and will be managed under this policy where they relate to child safety.

4. Who Can Make Complaints and How to Report Them (section d)

Anyone can make a complaint: children, young people, parents/carers, members, volunteers, spectators, or members of the public. Reporting Process (simple, accessible, and child-friendly options provided):

1. Immediate risk or emergency — Call Police on 000.
2. Internal reporting — Contact the MPIO (or President/Secretary if the Child Safe Officer is unavailable) in person, by phone, email, or via the confidential Club reporting form (available on the website and at the clubrooms).
3. External reporting — Report directly to the NSW Office of the Children's Guardian, Police, or other authorities as required by law.
4. Anonymous reports — Accepted and will be investigated where possible.

Children are encouraged to speak to a trusted adult (parent, coach, Child Safe Officer) or use child-friendly resources provided by the Club.

5. Reporting Responsibilities of the Organisation (section e)

All committee members, coaches, officials, volunteers, and staff must:

- Report any child safety concern or complaint to the Child Safe Officer immediately (within 24 hours).

- Not attempt to investigate or resolve the matter themselves.
- Maintain confidentiality (information shared only on a “need-to-know” basis).
- Support the child and family involved.
- Cooperate fully with any internal or external investigation.

Failure to report is a breach of the Code of Conduct and may result in disciplinary action.

6. Risk Management Procedures (section f)

Upon receipt of a complaint involving potential risk to a child, the Club will immediately implement risk mitigation measures, including:

- Temporary suspension or restriction of the person subject to the complaint from child-related duties/activities.
- Increased supervision or alteration of duties.
- Removal from the venue if necessary.
- Referral to external authorities where required.

These measures protect children while ensuring procedural fairness and will remain in place until the investigation is complete or the risk is otherwise managed.

7. Investigation Process and Procedural Fairness (section g)

All complaints will be handled in accordance with this policy and Baseball Australia’s Complaints, Disputes and Discipline Policy. Steps:

1. Acknowledge — Complaint acknowledged within 2 business days.
2. Assess — Child Safe Officer (with President or nominated independent person) assesses urgency and risk.
3. Investigate — Impartial investigation conducted (internal or external investigator if serious). All parties given opportunity to respond.
4. Procedural Fairness — The person subject to the complaint will:
 - Be informed of the allegations
 - Have a reasonable opportunity to respond
 - Be heard by an impartial decision-maker
 - Receive written reasons for any decision
5. Outcome — Written outcome provided to relevant parties (subject to privacy and legal obligations).
6. Record — All details recorded securely and retained indefinitely.

Serious matters will be referred to Police or the Office of the Children’s Guardian.

8. Related Policies and Procedures (section h)

This policy must be read in conjunction with:

- Child Safe Policy (including Statement of Commitment)
- Child Safe Code of Conduct
- Human Resources / Recruitment Policy
- Child Safe Risk Management Plan
- Baseball Australia's Safeguarding Children and Young People Policy and National Integrity Framework

All policies are available on the Club website or by request from the Secretary or Child Safe Officer.

9. Review of this Policy (section i)

This policy will be reviewed:

- At least every 1–3 years, or
- After any major incident, complaint, legislative change, or significant organisational change.

Reviews will include consultation with children, parents, members, and the committee where appropriate. Previous versions will be archived securely and indefinitely.