



## RAUMATI SWIM CLUB COMPLAINTS FORMAT

*Please read the Complaints Policy before proceeding with your complaint. Please remember that our club is a voluntary association. You are expected to attempt to resolve differences directly yourself before making a formal complaint.*

*This form is mainly designed to help the club get on the right footing to handle any complaints about severe problems, such as harassment or unlawful behaviour. You are still encouraged to use Parts 1-3 of this form for less serious concerns. Part 4 of this form should be reserved for serious instances of bullying, harassment, discrimination or abuse.*

*By submitting this complaint form, you accept that the Club may charge you for the costs of investigating your complaint if you are found to be at fault, or if you have avoidably prolonged the complaints process.*

*Complaints may not be taken far if they are anonymous. Fairness requires that a person accused of fault know what they are accused of and the details of the incident. The Board may not inform the club generally of the details of your complaint, but it cannot guarantee anonymity. Frequently, a decision to investigate thoroughly or to change things as a result of a complaint will be most effective if the circumstances are widely known.*

<b>PART 1 – Personal Details</b>	
<b>Complainant Name:</b>	
<b>Role/Status:</b>	<input type="checkbox"/> Athlete <input type="checkbox"/> Parent <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Spectator <input type="checkbox"/> Official <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other _____
<b>Address:</b>	
<b>Contact Number:</b>	
<b>Email:</b>	

<b>PART 2 – Subject of Concern</b>	
<b>Name of person you are complaining about (if applicable):</b>	
<b>Role/Status:</b>	<input type="checkbox"/> Athlete <input type="checkbox"/> Parent <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Spectator <input type="checkbox"/> Official <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other _____

### PART 3 – Details of Concern

Your complaint is likely to be referred to the Police or other authority if it relates to serious instances of any of the following:

- Harassment
- Physical abuse
- Sexual misconduct

Please fill out **Part 4** if your complaint is serious and falls into one of the above categories.

All other complaints and concerns should be outlined below.

**What happened?**

**Please include  
specific details**

**What steps have you taken to resolve the issue?**

E.g. spoke to the person you are complaining about via email.

**Please provide details of the steps taken.**

E.g. what did the person you are complaining about say when you raised the issue with them? When did they reply? What do they have to say about your complaint?

*Note: The Club may not take your complaint further if you have not already taken steps to resolve the issue yourself.*

**PART 4 – Serious Complaints**

<b>Alleged victim:</b>	
<b>Alleged perpetrator:</b>	
<b>Nature of complaint:</b>	<input type="checkbox"/> Physical abuse <input type="checkbox"/> Sexual misconduct <input type="checkbox"/> Other _____
<b>What happened?</b>  Please include specific details of each instance of serious misconduct.	

**What steps have you taken to resolve the issue?**

E.g. spoke to the person you are complaining about via email.

**Please provide details of sequence of events**

E.g. what did the person you are complaining about say when the issue was raised? When did they reply?

<b>Outcome</b> <i>(office use only)</i>	
<b>Date complaint resolved:</b>	
<b>Complaint referred to the Police or other Authority?</b>	<input type="checkbox"/> No <input type="checkbox"/> Police <input type="checkbox"/> Other _____
<b>Details:</b>	