SOUTH COAST CYCLING

**COMPLAINTS POLICY & PROCEDURE**

**POLICY**

South Coast Cycling aims to provide a simple, confidential, and trustworthy procedure for complaints based on the principles of procedural fairness.

To ensure fairness for all involved, the full details of the complaint will be provided to the person or people against whom the complaint has been made and a response will be sought. As a result, it may be difficult for complaints made anonymously to be resolved.

All complaints will be dealt with in a fair, timely, and transparent manner. Complaints will be kept confidential and will not be disclosed to another person without the complainant’s consent except if the law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

Individuals and organisations may also pursue their complaint externally under anti-discrimination, child protection, or other relevant legislation.

**PROCEDURE**

If the complaint is in relation to an incident involving a **child**: -

* Email the South Coast Cycling [Child Protection Officer](mailto:cpofficer@southcoastcycling.org.au)

If the complaint is in relation to a **racing** incident: -

* Talk to the Chief Commissaire of the Day; or
* Email your complaint to the [AusCycling SA Technical Delegate](mailto:techdel.auscyclingsa@gmail.com)

If the complaint is in relation to a **non-racing** incident: -

* Talk to a South Coast Cycling Board Member; or
* Email the complaint to the South Coast Cycling [Member Protection Officer](mailto:cpofficer@southcoastcycling.org.au); or
* Contact an AusCycling Member Protection Information Officer (the names and contact details for Member Protection Information Officers are available on the [AusCycling website](https://auscycling.org.au/))

**For more information please refer to AusCycling’s** [**Complaint Handling Procedures**](https://assets.auscycling.org.au/s3fs-public/2020-10/ac_gov_001d_national-member-protection-policy-part-d-complaint-handling-procedures.pdf) **and** [**National Member Protection Policy**](https://assets.auscycling.org.au/s3fs-public/2020-10/ac_gov_001a_national-member-protection-policy-part-a.pdf)