



COMPLAINTS POLICY

1. Lodgement Of Complaint	2
2. Investigation.....	3
3. Hearing	3
4. Sanctions.....	4
5. Publicity	5
6. Guidelines For Breaches Of TTQ's Code Of Conduct & Member Protection Policy.	5
7. Appeals.....	5



This Complaints Policy outlines the steps that will be taken by Table Tennis Queensland when dealing with complaints.

A complaint about any Member/s or representative/s of TTQ may be made by any player, coach, official, sponsor, parent, spectator, representative of a club or another sporting organisation, or any other member or representative of TTQ regarding:

- A selection process (not decision) for Queensland teams (either players or personnel)
- Behaviour of members of TTQ whilst participating in any State Championship or other activities directly under the control of TTQ;
- Behaviour of members and personnel of TTQ state teams whilst participating in, or preparing for, Australian Championships whilst directly under the control of TTQ;
- Behaviour of members of TTQ Committees whilst acting on behalf of TTQ;
- Decisions and behaviour of Employees of TTQ.
- A decision of an Affiliated Association of TTQ, where the complaint has been dealt with at club level and the club has acted contrary to its Constitution.

1. LODGEMENT OF COMPLAINT

All complaints shall be directed to the TTQ Executive Officer who shall act as the Complaints Manager. A complaint concerning the conduct of a TTQ member or representative shall:

- Be made in writing;
- Identify the TTQ member or representative against whom the complaint is made;
- Set out the details of the complaint;
- Identify the name and address of the Complainant;
- Be signed by the Complainant;
- Fall within the scope of TTQ policies;
- If it is a complaint regarding an affiliated club, demonstrate the complaint has first been dealt with at the club level and the club has acted contrary to their constitution.

Where a complaint is made against the Executive Officer of TTQ, or where the Executive Officer may have a conflict of interest in respect to the complaint, the President of TTQ will act as the Complaints Manager.

If, in the opinion of the Complaints Manager, the complaint does not fall within the scope of the TTQ policies, the Complaints Manager shall inform the Complainant in writing. Otherwise, the Complaints Manager shall, within 10 business days, provide a Notice of Complaint including a summary of the allegations and notice of potential proceedings to the Respondent.

The Respondent shall have 15 business days from the date of receiving the Notice of Complaint and the Complaints policy to respond in writing to the allegations made to the Complaints Manager. In extraordinary circumstances the Complaints Manager may extend this deadline.

The Complaints Manager shall then convene a TTQ Board meeting at which the Board will consider the nature of the complaint and the reply of the Respondent, and determine whether:

- The complaint is without merit or does not come under the jurisdiction of TTQ, in which case the Complaints Manager shall inform the Complainant and the respondent of this decision in writing, which will be copied to the TTQ Board, after which time the matter shall be considered closed or;
- Further investigation is required or;

- The alleged offence is of such seriousness as to warrant suspension of the member from TTQ, or from their paid or volunteer role, pending the hearing and decision of the Judicial Panel.

2. INVESTIGATION

If further investigation is required, the TTQ Board shall appoint a Judicial Panel of three, including an appointed chair, ensuring no conflict of interest, who will interview each of the parties and any witnesses who, in the opinion of the Judicial Panel may have relevant information concerning the complaint. The interviews may be conducted by teleconference but must at all times have two of the Judicial Panel present.

The Judicial Panel may consist of Board members, the Executive Officer or any other person the Board may consider appropriate.

At the conclusion of the investigation the Judicial Panel shall determine whether:

- The matter shall go to a formal hearing.

3. HEARING

If the Judicial Panel determines the matter shall go to a formal hearing, the Executive Officer shall inform the Complainant and Respondent in writing within 10 business days of the Judicial Panel decision.

The Judicial Panel shall hold the hearing as soon as possible but not more than 25 business days after the decision to proceed to a hearing.

The Judicial Panel shall govern the hearing as it sees fit, provided that:

1. The Respondent shall be given 7 business days written notice of the date and time of the hearing;
2. The hearing shall be conducted either in person or by telephone conference;
3. The Respondent and the Complainant may participate in the hearing;
4. The hearing shall proceed in the absence of either the Respondent or the Complainant if no good reason for their absence is provided;
5. The Respondent shall receive a list of all materials to be considered by the Judicial Panel at the hearing and may request copies of any such materials;
6. The quorum for any decisions shall be all 3 Judicial Panel members;
7. Decisions shall be made by a majority vote, where all members of the Panel including the chair carry one vote only;
8. The Respondent may be accompanied by a representative, any costs of which shall be borne by the Respondent unless the member subject to the complaint is under 18 in which case the parent or legal guardian of the member must be present at no cost to the Respondent;
9. The Respondent shall have the right to present evidence and argument;
10. The hearing shall be held in private; and
11. The panel may request that witnesses to the incident be present or submit written evidence.

The Judicial Panel shall render its decision with reasons at the conclusion of the hearing. The Judicial Panel shall then prepare a written report outlining the details of the investigation and hearing, the sanction and the reasons for such a sanction. A copy of this report shall be provided to the TTQ Board and the Executive Officer within 10 business days of the end of the hearing at

which time the Executive Officer shall then implement the actions and provide a written copy of the Judicial Panel report and decision to all parties to the hearing.

Once appointed, the Judicial Panel shall have the authority to extend timelines associated with all aspects of the hearing.

Where the Respondent acknowledges and accepts the facts of the complaint, he or she may waive the hearing, in which case the Judicial Panel shall determine the appropriate disciplinary sanction. The Judicial Panel may hold a hearing for the purposes of determining an appropriate sanction.

4. SANCTIONS

The following disciplinary sanctions, singly or in combination, may be recommended by the Judicial Panel to the TTQ Board:

- A written reprimand to be placed in the members file;
- A verbal and/or written apology to be provided by the member to those affected by his or her actions;
- Education, training, counselling or mediation;
- Suspension from TTQ for a specified period of time;
- Termination of membership of TTQ;
- Monetary fine;
- Payment of part or all costs of the hearing, investigation or both; and/or
- Any other sanctions deemed appropriate in the circumstances.

Participants in the investigation or in the hearing shall not discuss or communicate information regarding the complaint and any ensuing actions by the parties involved until a final decision has been reached. Participants found to have communicated information regarding the investigation or complaint shall be subject to any of the sanctions above, in addition to the sanctions identified as appropriate for the matter being investigated.

In recommending or applying sanctions, the Judicial Panel or the TTQ Board may have regard to the following aggravating or mitigating circumstances;

- The nature and severity of the offence;
- Whether the incident is the first offence or has occurred repeatedly;
- The member's knowledge of responsibility;
- The member's extent of remorse;
- The member's extent of cooperation with the procedures set out in this policy;
- The age, maturity or experience of the member;
- The member's prospects for rehabilitation;
- The extent to which others were harmed by the member's actions; and/or
- The member's position in the organisation, both within TTQ and their base club.

5. PUBLICITY

All persons concerned with the handling and determination of a complaint are obligated to act with the strictest confidentiality and not comment publicly on or disseminate to any person information concerning:

- The fact and details of any complaint;
- All evidence obtained on behalf of TTQ or provided by any person in connection with the complaint;
- The fact, details and outcome of any hearing into the complaint.

A public statement may only be made in the following circumstances:

- With the Complainant and Respondent's consent, TTQ may release a public statement in such form as is agreed by the parties.
- TTQ may release a public statement if the fact of, or details of, the complaint has become publicly known.

6. GUIDELINES FOR BREACHES OF TTQ'S CODE OF CONDUCT & MEMBER PROTECTION POLICY

Examples of infractions that shall be considered a breach of TTQ's Code of Conduct and Member Protection Policy are (but not limited to):

- Single or repeated incidents of disrespectful, offensive, abusive, racist or sexist comments or behaviour directed towards others including but not limited to coaches, athletes, officials, administrators, spectators and sponsors;
- Single or repeated incidents of unsportsmanlike conduct such as angry outbursts or arguing;
- Minor or major breach of confidentiality;
- Single physically abusive incident;
- Activities or behaviours that interfere with the ability of others to train, play or compete in a comfortable environment;
- Pranks, jokes or other activities that may endanger the safety or comfort of others;
- Use of techniques or programs that may endanger the safety or comfort of others;
- Neglect of duty or offensive behaviour whilst under the influence of alcohol or other mood/mind altering substances;
- Use of illicit drugs or narcotics; and/or
- Use or promotion of banned performance enhancing drugs or methods.

7. APPEALS

Upon notification of the decision of the Judicial Panel, the Respondent may appeal within 15 business days of receiving written advice of the outcome of the complaint.

The Appeals Committee shall consist of the TTQ President, Chairman of the Officiating Committee and a Life Member of TTQ elected at the AGM.

The Appeals Committee shall meet and decide on the evidence received if the decision and / or penalties are just. Their decision shall be final with no further grounds for appeal. The Committee may meet by telephone or in person.