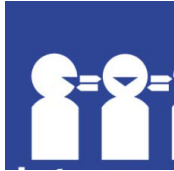


COMPLAINTS POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact your local Rotary club.

Purpose

The purpose of this policy is to:

- provide an outline of the complaints process in Rotary International District 9790 (the district) and all Rotary and Rotaract Clubs within the district (our clubs), so that Rotary and Rotaract members, children and young people, parents and members of the community are informed of how they can raise complaints or concerns about issues arising in our clubs or within our programs
- ensure that all complaints and concerns are managed in a timely, effective, fair and respectful manner.

Scope

This policy relates to complaints brought by Rotary and Rotaract members, children and young people, parents, carers, or members of our community and applies to all matters relating to our clubs and programs.

In some limited instances, we may need to refer a complainant to another organisation if there are different processes in place to the manage the issue including:

- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the district governance committee
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures

Policy

The district and our clubs welcome feedback, both positive and negative, and are committed to continuous improvement. We value open communication with our communities and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our community. We understand that it is in the best interests of everyone for there to be a trusting relationship between communities and our organisation.

When addressing a complaint, it is expected that all parties will:

- be considerate of each other's views and respect each other's role
- be focused on resolution of the complaint, with the interests of the student person at the centre
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate

- operate within and seek reasonable resolutions that comply with any applicable legislation and other [Rotary International governance documents](#).
- recognise that clubs and the district may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Complaints and concerns process for children and young people

The district and our clubs acknowledge that issues or concerns can cause stress or worry for children and young people and impact their wellbeing and learning. We encourage children and young people participating in our programs to raise issues or concerns as they arise so that we can work together to resolve them.

Children and young people participating in our programs with a concern or complaint can raise them with a trusted adult, for example, with the organiser or a leader in the program, or a club president or youth chair. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer or another trusted adult outside of Rotary and Rotaract, to talk to us about the issue instead. Information about our complaints and concerns process is outlined further below.

Further information and resources to support children and young people to raise issues or concerns are available at:

- [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables children and young people to report concerns relating to racism or religious discrimination
- [Reach Out](#)
- [Headspace](#)
- [Kids Helpline](#) (call 1800 55 1800)
- [Victorian Aboriginal Education Association](#) (VAEAI)

Complaints and concerns process for Rotary and Rotaract members, parents, carers and community members

Preparation for raising a concern or complaint

We encourage Rotary and Rotaract members parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by Rotary International and the district (see “Further Information and Resources” section below).

Support person

You are welcome to have a support person to assist you in raising a complaint or concern with us. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

Raising a concern

We are always happy to discuss any concerns that arise. Concerns in the first instance should be directed to the club president, for club related complaints, or the district governance committee, for district related complaints. Where possible, the club/district will work with you to ensure that your concerns are appropriately addressed.

Making a complaint

Where concerns cannot be resolved in this way you may wish to make a formal complaint to Rotary International's Club and District Support team.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, the club/district will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

- 1. Complaint received:** Please either email, telephone or arrange a meeting with the club president/district governance committee, to outline your complaint so that they can fully understand what the issues are. They can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
- 2. Information gathering:** Depending on the issues raised in the complaint the club president/district governance committee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
- 3. Response:** Where possible, a resolution meeting will be arranged with the club president/a member of the district governance committee to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting a resolution was unable to be found together, the club/district will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the club president/district governance committee may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
- 4. Timelines:** The club/district will acknowledge receipt of your complaint as soon as possible (usually within seven days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, they may need some time to gather enough information to fully understand the circumstances of your complaint. They will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 28 days of the complaint being raised. In situations where further time is required, they will consult with you and discuss any interim solutions to the dispute that can be put in place.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

Resolution

Where appropriate, the club/district may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- other actions consistent with Rotary governance documents and values, that are intended to support engagement, and participation in Rotary and Rotaract, and the community.

In some circumstances, the club/district may also ask you to attend a meeting with an independent third party or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If you are not satisfied that your complaint has been resolved by the club, or if your complaint is about the club president and you do not want to raise it directly with them, then the complaint should be referred to the district governance committee.

If you are not satisfied that your complaint has been resolved by the district, or if your complaint is about the district governor and you do not want to raise it directly with the district, then the complaint should be referred to Rotary International's Club and District Support team by contacting cds@rotary.org.

A Club may also refer a complaint to the district governance committee and the district may refer a complaint to Rotary International's Club and District Support team if they believe that they have done all they can to address the complaint.

Communication

This policy will be communicated to our community in the following ways:

- Available publicly on district website
- Included in induction processes

Further information and resources

The following policies are also relevant to this policy:

- Child Safety and Wellbeing Policy
- Child Safety Responding and Reporting policies and procedures
- Code of Conduct
- Volunteers Policy
- [Commitment to Diversity, Equity and Inclusion](#)
- [Privacy policy](#)
- [Rotary International's governance documents](#), including Rotary Code of Policies, Manual of Procedure and Rotary's constitutional documents.

Policy review and approval

Policy last reviewed	14 July 2022
Consultation	Monitor State and Commonwealth Standards: Commission for Children and Young People, Victoria & NSW, National Office for Child Safety and Rotary International Youth Protection Policies
Approved by	District Leadership Team 2022-23
Next scheduled review date	4 December 2024