



PERTH MAGIC ALL STARS

COMPLAINT PROCEDURE + POLICY

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DEFINITIONS + ACRONYMS

Company	Perth Magic Pty Ltd
Individual	Athletes, staff, directors, parents, guardians, administrators, volunteers, coaches and judges
Owners	Rachael Munt & Nick Guglielmino
Employee	Employed by Perth Magic Pty Ltd having signed a contract of employment
Volunteer	A volunteer is an individual who may freely offers their time, skills, and services without financial compensation or contractual obligation

Table 1 - Definitions / Acronyms

1.0 COMPANY STANDARDS

The Company is committed to maintaining a positive and respectful environment for all members involved in all activities. The Company recognizes that concerns and complaints may arise from time to time, and is dedicated to addressing these issues promptly, fairly, and confidentially. The Company will not tolerate harassment, discrimination, poor conduct, unsafe or at-risk behaviour, or bullying.

This document outlines the procedure for lodging and resolving complaints for all Individuals within the Company buildings, events and workplaces. Complainants are encouraged to raise all complaints and concerns directly with the Company in order to satisfy a safe and welcome environment.

2.0 RAISING DISPUTES

Promptly raising disputes is a fundamental aspect of Perth Magic Pty Ltd culture, and its importance cannot be overstated. Timely resolution of disputes plays a pivotal role in maintaining a healthy and productive work environment, fostering positive relationships, and upholding the principles of **fairness** and **accountability**.

Prompt resolution also demonstrates Perth Magic Pty Ltd commitment to transparency and a willingness to resolve problems constructively. It allows us to learn from challenges, adapt, and continuously improve our processes, policies, and practices.

Moreover, prompt dispute resolution underscores our commitment to treating all individuals with respect and dignity, irrespective of their role within the organization. It ensures that everyone's voice is heard, and their concerns are taken seriously, promoting a culture of inclusivity and trust. In essence, raising disputes promptly is not only about addressing specific issues but also about preserving the core values and integrity of our organization.

No concern is ever too small to be raised. We encourage all individuals within our organization to speak up about any issue, no matter how minor it may seem. Your feedback and concerns are valued, and by bringing them to our attention, you contribute to our collective growth and improvement.

3.0 PROCESS OF RAISING DISPUTES

3.1 INFORMAL DISPUTE

If a complaint arises, individuals are encouraged to first attempt an informal resolution by discussing the issue with the relevant person(s) involved or their immediate supervisor, if applicable.

3.2 FORMAL DISPUTE

If an informal resolution is not possible, unsuccessful or requires escalation - the complainant should submit a formal written complaint (email or letter) to the **Owner** within 7 days (rachael@perthmagicalstars.com.au). The complaint should include:

- details of the issue,
- date,
- location,
- names of individuals involved and
- any supporting evidence.

3.3 FORMAL INVESTIGATION

The Company will initiate an investigation within 48-72 hours. The investigation will be conducted impartially, and all parties involved will be interviewed as necessary. Confidentiality will be maintained to the extent possible.

3.4 RESOLUTION

Following the investigation, the Company will take appropriate actions to address the complaint. This may include mediation, disciplinary actions, coaching changes, or other measures as deemed necessary to resolve the issue. Actions may be discussed with the Individual who raised the complaint.

The availability of evidence is paramount in the context of dispute resolution as it serves as the foundation upon which fair and just outcomes are built. Evidence provides clarity, objectivity, and credibility to the resolution process, ensuring that decisions are based on facts rather than conjecture or subjective interpretation. It offers all parties involved a transparent and equitable platform to present their case, promoting accountability and preventing misjudgements or biases.

Having evidence readily accessible not only expedites the resolution process but also enhances its efficacy by enabling a thorough examination of the issue at hand. Ultimately, the presence of evidence upholds the principles of fairness and justice in dispute resolution, fostering trust, and ensuring that resolutions are well-informed, equitable, and conducive to a harmonious environment.

As such, disputes submitted without evidence, based on conjecture, word of mouth or otherwise may be unable to be formally actioned by the Company.

3.5 APPEAL

If the complainant or the accused party is not satisfied with the resolution, they may appeal the decision within 48 hours to the Owner.

The appeal committee/person will conduct a secondary review and provide a final decision.

4.0 CONFIDENTIALITY

All parties involved in the complaint process, including the complainant and the accused, must maintain confidentiality regarding the details of the complaint to protect the privacy and reputation of all individuals. The Company will not be held liable for maintaining confidentiality of complainant or accused.

The Company will maintain details relating to the complaint confidential unless disclosure is necessary as part of the resolution process or required by law.

5.0 NON-RETALIATION POLICY

Perth Magic Pty Ltd has a commitment to creating a safe and respectful workplace extends to our strong stance against retaliation. We firmly prohibit any form of retaliation against individuals who have filed a complaint or participated in the complaint resolution process. This non-retaliation policy is integral to our values of fairness, transparency, and accountability.

Retaliation can take various forms, including but not limited to:

- direct harassment,
- subtle acts of intimidation,

- social isolation,
- unwarranted changes in job responsibilities, or
- any behaviour that adversely affects an individual's employment conditions.

It is crucial to emphasize that retaliation in any form is **unacceptable** and **strictly against Company policy**.

Our dedication to upholding this policy is resolute. In the event that retaliation is observed or reported, it will be treated as a separate violation and subject to appropriate disciplinary actions, which may include counselling, retraining, suspension, or, in severe cases, termination of employment or enrolment.

6.0 DOCUMENTATION

Records of all complaints, investigations, and resolutions will be maintained securely by the Company for a minimum of 12 months or as required by applicable laws.

7.0 MISLEADING CLAIMS

False or otherwise misleading, frivolous, vexatious, exaggerated complaints will be treated as a breach of this policy and will incur disciplinary action.

To emphasize the seriousness of this issue, we have established a policy that unequivocally declares that misleading claims will be treated at the **highest level of scrutiny and accountability** within our organisation.

We recognize that trust is a fragile but invaluable asset, and any breach of trust through misleading claims tarnishes our reputation and compromises our ability to achieve our mission. Consequently, our policy is unwavering: individuals found responsible for making misleading claims will face the most stringent consequences, which may include disciplinary actions, retraining, suspension, or, in severe cases, termination of employment and enrolment. By taking such a resolute stance, we underscore our commitment to transparency, ethical conduct, and the preservation of trust in all our interactions.

8.0 DISCIPLINARY ACTION

The disciplinary action will depend on the severity of the case and may involve any of the below. These will be assessed by the Company on a case-by-case basis.

- **Apology:** A written or verbal mediated and meaningful apology due to a minor incident, or behavioural issue,
- **Verbal Warning:** A formal verbal admonishment to address minor non compliances or behavioural issues.
- **Written Warning:** A documented written notice specifying the issue and potential consequences if the behaviour or violation persists.
- **Suspension:** Temporary removal from participating in team activities, practices, or training for a specified period due to more serious violations.
- **Probation:** A designated period during which the individual's conduct is closely monitored, and further violations may lead to more severe consequences.
- **Loss of Event Time:** A reduction in an individual's team time during games as a result of disciplinary measures.

- **Expulsion:** Permanent removal from the individual, team or organisation for severe or repeated misconduct.
- **Counselling or Education:** Mandatory participation in counselling, educational programs, or workshops to address specific behavioural or personal development issues.
- **Reporting to Authorities:** In cases of illegal activities, reporting the individual to appropriate legal authorities.
- Any other form of action that the Company deems appropriate.

The specific disciplinary actions may vary depending on the nature and severity of the offense and is subject to the Company's discretion.