



REDLANDS CRICKET INC

COMPLAINTS HANDLING POLICY

Policy aligned to current Queensland child safety, Queensland Cricket integrity and Queensland Premier Cricket complaint framework settings

Document owner	Committee / President	Approved by	Committee / Board
Version	2.0	Status	Approved
Approval date	9 th July 2026	Review date	12 months from approval or earlier if required
Effective date	9 th July 2026	Next review	9 th July 2027
Supersedes	Complaints Policy dated 23 February 2022	Related documents	Code of Conduct (Off-Field); Code of Behaviour (On-Field); Blue Card Policy; Child and Youth Risk Management Strategy; safeguarding and integrity documents

1. Purpose

Redlands Cricket Inc (RCI) is committed to handling complaints in a fair, respectful, timely and transparent manner. This policy sets out how complaints concerning club activities, participants, conduct and related matters may be raised and managed within the club, and how matters may be referred to external authorities or to relevant cricket integrity processes where required.

2. Scope

This policy applies to complaints involving players, officials, coaches, managers, volunteers, committee members, employees, parents, guardians, spectators and any other person participating in or associated with RCI activities. It applies to both on-field and off-field matters to the extent they fall within club jurisdiction, noting that some complaints may be more appropriately dealt with under Queensland Cricket, Premier Cricket, safeguarding, or external legal process.

3. Principles

- procedural fairness;
- confidentiality, where possible and appropriate;
- timely and unbiased decision-making;
- proper escalation of matters when required; and
- appropriate record keeping and continuous improvement.

4. What may be complained about

Complaints may include concerns about behaviour, conduct, club processes, participant safety, breaches of club policy, or other concerns arising from club activities. Where the complaint appears to involve behaviour that may fall within a broader integrity or safeguarding framework, RCI may refer or escalate the matter to the appropriate process.

5. How a complaint may be made

A complaint should be submitted in writing to the club via the club's nominated complaints contact, currently admin@redlandscricket.com.au, unless the club notifies members of another current contact point.

RCI may also receive a complaint verbally or through another appropriate channel and may request that the complaint be recorded in writing where necessary to support proper handling, fairness and record keeping.

6. Initial response

Upon receipt of a complaint, RCI will

- seek further information to understand the nature and extent of the concern;
- identify whether immediate safety, welfare or child protection issues are present;
- consider whether the complaint should be handled internally, referred externally, or escalated under a Queensland Cricket / Premier Cricket process;
- explain available options, including internal resolution where appropriate; and
- identify whether support may be needed by the complainant or another person involved.

7. Matters requiring external or mandatory escalation

If a complaint involves immediate danger or a threat to safety, emergency services should be contacted immediately.

If a complaint involves alleged child abuse, child misconduct, sexual assault, or other potentially criminal conduct, the matter should not be treated as an ordinary internal complaint only and must be considered for referral to police, child protection authorities, Queensland Cricket safeguarding contacts, or another required external process as appropriate.

If a complaint may involve a breach of the Queensland Cricket Integrity Framework or a Premier Cricket complaint pathway, the matter may also be referred through the relevant Queensland Cricket or Premier Cricket reporting process.

8. Internal assessment and handling

RCI will assess the complaint and decide what process is appropriate where a complaint is to be properly dealt with at club level. This may include informal resolution, further enquiries, internal investigation, referral to a committee decision-maker, or external referral. The procedure will be that

- The person the complaint is about, is told the substance of the complaint where appropriate;
- The person is given an opportunity to respond, where procedural fairness requires it;
- Irrelevant matters are not taken into account; and
- Decisions are made without bias.

9. Confidentiality and anonymity

RCI will seek to maintain confidentiality in so far as it is possible and appropriate. Confidentiality cannot always be guaranteed, particularly where a matter must be investigated properly, referred externally, or disclosed for safety, legal or procedural fairness reasons.

Reports may be made anonymously, however anonymity may limit RCI's ability to investigate, verify or act where the full circumstances cannot be established.

10. Investigation and resolution

If investigation is required, RCI will investigate in a confidential manner and seek to apply procedural fairness.

Where relevant and appropriate, RCI may consult with external cricket stakeholders such as Queensland Cricket or a relevant competition body.

RCI will notify the complainant of the outcome within a reasonable period, unless legal, safety or confidentiality considerations prevent full disclosure.

11. Disciplinary action

Where a complaint is substantiated, RCI may take action that is fair, reasonable and proportionate to the seriousness of the conduct.

- education or guidance;
- warning or reprimand;
- removal from a role or activity;
- suspension from club activities;
- referral to a committee decision-maker, Queensland Cricket, Premier Cricket disciplinary process or another relevant authority; or
- any other disciplinary action reasonably available under the club's rules, by-laws and policies.

12. False or malicious complaints

RCI may take disciplinary action where a person is found, following due process, to have made a false and malicious allegation.

13. Record keeping

RCI will keep a confidential record of complaints received, the action taken, and any resolution reached. A confidential complaints record should be retained by the club's designated administrator or authorised office bearer, and reviewed periodically to support governance and continuous improvement.

14. Complaint record form

RCI may continue to use a complaint record form. An example template is included in Appendix 1.

15. Relationship to other documents

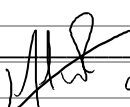
- This Code operates alongside the Club's other conduct, safeguarding and integrity policies and is intended to be read together with them.
- any applicable Queensland Cricket Integrity Framework documents and Queensland Premier Cricket complaint and disciplinary policies

16. Review

This policy will be reviewed annually, and earlier if Queensland Cricket, Queensland Premier Cricket, or Queensland child safety requirements change.

17. Adoption

Adopted by Redlands Cricket Inc on 9th July 2026.

President		Date 9 th July 2026
Secretary	 CA MacNaill	Date 9 th July 2026

Appendix 1 – Record of Complaint

Name of person receiving complaint	
Date received	
Complainant name	
Complainant age category	☐ Over 18 ☐ Under 18
Complainant contact details	Phone: Email:
Complainant role/status in club	☐ Player ☐ Parent/Guardian ☐ Coach ☐ Official ☐ Volunteer ☐ Employee ☐ Spectator ☐ Other
Name of person complained about	
Person complained about age category	☐ Over 18 ☐ Under 18
Person complained about role/status in club	☐ Player ☐ Parent/Guardian ☐ Coach ☐ Official ☐ Volunteer ☐ Employee ☐ Spectator ☐ Other
Location / event of alleged issue	
Description of alleged issue	
Immediate safety / escalation concerns identified	
Requested resolution or outcome sought	
Process selected / referral pathway	
Action taken / outcome	
Follow-up action required	
File closed date	