

# What to do if you have a grievance or complaint.

**A concern or issue arises**

A **grievance** includes, but is not limited to:

- *Issues that arise out of misinterpretation of policies*
- *Miscommunications*
- *Lack of role/ process clarity*

A **complaint** includes, but is not limited to:

- *Bullying*
- *Harassment*
- *Breach of safe practices*
- *Discrimination*
- *Sexual misconduct*

**MPIO**  
(Member Protection Information Officer)

Knowledgeable about policies and practices within the club.

They can advise which policies apply, but don't handle complaints directly and will remain impartial.

They can advise to what your options are to resolve the issue, support will remain confidential.

Role is to advocate for you with the aim of resolving the grievance.

The grievance will remain confidential.

If the grievance can not be resolved the Board of Managers will be notified and the complaints process will be followed.

Submit a written complaint to the board via [Administration@egslsc.com.au](mailto:Administration@egslsc.com.au)

**OR**

Submit a written complaint on the SLSWA Dashboard. It will be recorded on SurfGuard.

**Grievance officer**

**Formal complaint**

- SLSWA Hub  
<https://complaints.sls.com.au/>
- OR**
- Written statement sent to the Board of Managers via [Administration@egslsc.com.au](mailto:Administration@egslsc.com.au)

The complaints manager will be notified, and will determine the level of seriousness.

Complaints manager will investigate or refer accordingly. They will determine an action that may include mediation, a sanction or referral onwards for further investigation.

**Complaints Manager**

**Peer support Officer**

Provide support to help you cope with an incident that has occurred. Support will remain confidential.

You can seek their support, or it may be offered to you following an incident.

# How do I know who to go to for help with a concern?

## Examples

**You feel that you or someone else has been treated unfairly.**

*E.g. A person was disqualified in flags in one heat, but the following heat someone who made the same movement wasn't disqualified.*

When an issue is not resolved it can escalate to a bigger issue.

**An ongoing issue that continues to happen.**

*E.g. The person that was disqualified is frequently disqualified by that official when others are not. The official often makes derogatory comments and jokes about the person, their family and their culture.*

## Reasons for seeking help

You want to know what the SLS WA policies that apply to this situation.

You want impartial advice on what your options are to resolve the issue.

You want impartial help to address the issue with the relevant person.

You feel like this issue does not require formal complaint but needs to be addressed before it becomes a bigger issue.

Previous attempts to resolve this (e.g. help the official to become aware of the impact of their actions) have not changed the way the official is acting towards the affected person.

The issue is a clear breach of SLS policies (e.g. Code of Conduct).

If you need emotional support to help you cope with the stress of an incident.

## All of these options are available to you

You can reach out to an MPIO. Their photos and contact information is on the whiteboard near the kitchen upstairs.

**MPIO**  
(Member Protection Information Officer)

You can reach out to the grievance officer to have a private conversation. Together the issue will be defined and options to resolve it will be offered to you. You can then choose which option to pursue.

**Grievance officer**

You have two options to submit a formal complaint (email the board of managers or submit via the SLS hub). It must be submitted in writing.

Once the complaint is received it will follow the SLS Complaints Resolution process.

**Formal Complaint**

**Complaints Manager**

You may be offered, or ask for, help from one of the Peer Support Officers, or a remote counselling service.

**Peers Support Officers**