



"COMMITMENT FOR SUCCESS"

Burleigh Fire Dragons Club Inc

## MANAGEMENT AND REPORTING OF UNACCEPTABLE BEHAVIOUR

The committee of the Burleigh Fire Dragons Club Inc. require team cohesion to assist paddler and crew performance. Every member has the **right** to attend training without being subjected to unacceptable behaviour, and the **responsibility** to treat others fairly and with respect.

Unacceptable behaviour impacts negatively on everyone as it reduces performance, satisfaction, morale and may cause non-attendance at training and regattas. This impacts on our club by reducing numbers, our effectiveness to fill teams during competition and lessens the opportunity for local, Australian, and International positions within the Dragon Boat Sport.

The committee must provide direction for preventing and managing complaints of unacceptable behaviour with reasonable steps taken with regards to prevention.

### What is Unacceptable Behaviour?

Unacceptable behaviour is behaviour that, having regard to all the circumstances, would be seen as:

- Diversive
- Sledging
- Belittling
- Intimidating
- Harassing
- Abusing
- Bullying
- Threatening

another person or adverse to morale or cohesion, or, is not in the interest of Burleigh Fire Dragons.

### Complaint / Incident

A complaint of unacceptable behaviour is broadly defined as the disclosure by the complainant, or any other person who witnessed the event, to a member of the Burleigh Fire Dragon Committee, *in writing*, of an incident of unacceptable behaviour

### Complainant and respondent

A *complainant* is a person who may have been subjected to, or witness to, some form of unacceptable behaviour and has formally made their complaint in writing to the committee.

A *respondent*, in relation to a complaint, means the person or persons against whom the complaint is made.

Complainants and respondents are not to be victimised. To avoid issues of stereotyping, the terms 'perpetrator' and 'victim' are not to be used.

### Location of complaint

This definition includes, but is not limited to, any location where Burleigh Fire Dragon Club Inc. conducts or attends for the purpose of carrying out Dragon boating paddling. This definition includes all type of open days, competitions and social functions.

### **Committee responsibility**

Members are required to take all reasonable measures to eliminate and prevent unacceptable behaviour. The responsibility for satisfying the requirements of this obligation and achieving this goal lies primarily with the committee. It has a responsibility to:

- Respond promptly, seriously, with fairness and sensitivity to written allegations of unacceptable behaviour.
- Maintain an environment where complainants, respondents and witnesses are confident that they can access a range of support services.
- Ensure a Club policy has been made available for members, which they are to adhere.
- Take disciplinary or administrative action where deemed necessary by the committee.

### **Confidentiality**

Any person may discuss an incident of unacceptable behaviour with another person, other than the committee, for the purpose of gaining advice. This includes a discussion with a colleague or friend. This discussion does not constitute a complaint.

### **How to make a complaint**

A complaint must be made *in writing* to the committee and should contain the following:

- A clear statement outlining unacceptable behaviour.
- A brief description of the incident/s, including the details of when, where and who was involved and/or who was present at the time (witnesses)
- The desired outcome for resolution.

### **Consulting the complainant**

The complainant's wishes are one factor in determining the manner in which a complaint is investigated and resolved, but ultimately, it is the committee's responsibility to determine the most appropriate way to proceed, having regard to all circumstances.

### **Consulting the respondent**

After a complaint is made, the committee should expedite the process, advising the respondent/s of the substance of the complaint being made against them and the name of the complainant. The respondent also is to be given the opportunity to reply to the complaint and be advised of the outcome of the inquiry. Both respondent and complainant are also to be advised of any report that will be submitted.

### **False and malicious complaints**

Any person who knowingly gives false or malicious information during an inquiry is liable to disciplinary action.

### **Resolution of complaints**

Resolution of the complaint means that appropriate action has been taken; that the complaint has been dealt with effectively and with all due sensitivity to the needs of all parties. Resolution of complaint does not necessarily mean that either the complainant or respondent is satisfied with the result.

### **Self-Resolution**

If the complainant wishes, self-resolution should be attempted in the first instance. This would involve the complainant showing sensible personal assertiveness and approaching the respondent with a request that the unacceptable behaviour cease as the complainant finds it offensive. Some reason for refusal by a complainant includes: fear of retribution, and lack of confidence to confront the respondent.

- Apology

#### **Apology**

The complainant may be satisfied if the respondent acknowledges the alleged unacceptable behaviour and apologises voluntarily. If the respondent is fully aware of the inappropriateness of the behaviour and will not continue the behaviour, then the matter can be finalised. However, the committee may take further informal or formal action, regardless of the apology.

### **Mediation**

Mediation should be undertaken where self – resolution is not possible. Mediation is a voluntary process where all parties have agreed to attend and cooperate in good faith to resolve the dispute. This is confidential unless agreed by the parties. A mediator who is external to the dispute assists the parties to discuss, negotiate and achieve a solution. This procedure should only be considered and with trained and registered mediators.

QDBF offer this support.

### **Committee disciplinary action**

Step 1. The committee must receive a complaint in writing

Step 2. The respondent will be given an opportunity to reply in writing

Step 3. Having received a written complaint and response, the committee will deliberate as to whether a breach of the Code of Conduct has occurred.

Should the committee deem actions of both the complainant and respondent to be of a personal nature, self-resolution, apology or mediation may be offered as a means of resolution.

Should the committee decide that the complaint constitutes Unacceptable Behaviour as outlined in Burleigh Fire Dragons Club Inc policy, the committee may enforce the following action/s:

- First breach of conduct: the respondent will be sent a letter from the committee outlining the breach and requesting their response in writing. A warning may be noted against respondent.
- Second breach of conduct: the respondent should, at a committee meeting, ‘show cause’ why their membership should not be cancelled.
- Third breach of conduct: Automatic cancellation of membership.

### **Final outcome and formal action report**

When the complaint has been finalised, both parties are to be informed of the outcome. This is to be held in strict confidence in at a time frame decided by the committee.



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Values chart

<b>Burleigh Fire Dragon Paddlers Values</b>	<b>Behaviours</b>
<b>Professionalism</b>	Strive for excellence during training and regattas
<b>Loyalty</b>	Being committed to each other, our committee and sport
<b>Integrity</b>	Always do the right thing
<b>Courage</b>	The strength of character to do what's right – extending to both courage of convictions (moral courage) And courage in harms way (physical courage)
<b>Innovation</b>	Actively looking for better ways of doing business
<b>Teamwork</b>	Working together with respect, trust, and a sense of collective purpose