



Helensvale Pacific Pines Cricket Club Complaints Policy



1. Who this policy covers

Everyone at the Hawks deserves to feel safe, included and respected. This policy covers players, coaches, managers, committee members, volunteers, parents, carers and spectators. It applies at games, training, Club events and in cricket related messages and online activity.

2. What you can report

- Bullying, harassment, discrimination or abusive language.
- Threats, fighting, shoving or other unsafe behaviour.
- Inappropriate treatment of juniors or concerns about a child's safety.
- Other behaviour that may breach Club or cricket conduct rules.

You can report something that happened to you, your child or someone else. The Club can also act on behaviour it sees without waiting for a complaint. Selection, eligibility, competition rules, employment and governance disputes go through the relevant separate process. Any related misconduct can still be reported.

3. How to make a complaint

Email secretary@hawkscricketclub.com.au or president@hawkscricketclub.com.au. If the complaint involves one of these officers, contact the other. If both are involved, or you prefer to report externally, contact Queensland Cricket through its official Report Something channel.

Tell us as much as you can:

- What happened, when and where.
- Who was involved and who may have seen or heard it.
- Any messages, photos or other information that may help.
- Any immediate safety concerns and what you would like to happen.

You do not have to confront the person first. If you need help writing your complaint, a Club officer can record it and check it with you. Juniors can speak to a trusted adult or raise a concern directly. Anonymous reports are accepted, but may limit what we can investigate.

Report concerns promptly. The supplied Queensland Cricket policy asks for non game day prohibited conduct reports within 48 hours of becoming aware of the conduct. Safeguarding and suspected criminal conduct must be reported immediately. Match report deadlines may differ. The Club will still assess late reports.

4. Safety comes first

If someone is in immediate danger, call 000.

- Child safeguarding concerns, suspected criminal conduct and serious misconduct must be referred promptly to Queensland Cricket.
- Contact police or child protection authorities where required. Do not wait for a Club meeting or investigation to make a required report.
- The Club will protect people, preserve relevant information and follow directions from Queensland Cricket and the authorities.
- The Club will not investigate suspected child abuse itself or try to settle it through mediation.

If a child tells you about possible harm, listen, record their words and report it. Do not conduct a detailed interview or promise secrecy. Involve a parent or carer where this can be done safely.

5. Looking after our juniors

The Club adopts Australian Cricket's Looking After Our Kids Code of Behaviour. Everyone responsible for juniors must follow it. This includes:

- Give clear, constructive feedback. Do not belittle, humiliate, threaten or abuse juniors.
- Use fair, respectful discipline suited to the child's age and development. Physical punishment is unacceptable.
- Follow the Code's rules for supervision, physical contact, photos, change rooms, transport and other interactions.
- Keep messages appropriate and related to cricket. Under section 8, people in positions of authority must include a parent, carer and/or Club or Australian Cricket organisation representative in electronic, online or phone communication with a child, subject to the Code's stated exceptions.

These examples are a guide. The full Code applies and should be available alongside this policy on the Club website.

6. What happens after a complaint

- We aim to acknowledge your complaint within three business days and explain the next steps within seven days. Urgent safety action happens immediately.
- An officer who is not involved in the matter will manage the complaint and check who should deal with it.



- Anyone with an actual or perceived conflict must declare it. People involved in the incident, witnesses or people closely connected to a party must not investigate, decide or review it.
- If the Club cannot manage the matter fairly, it will seek independent help or Queensland Cricket's direction.

Minor concerns may be resolved through advice, education, a behaviour agreement or a discussion that everyone freely agrees to join. Serious concerns and repeated misconduct require formal assessment or referral. Any matter Queensland Cricket retains or delegates will follow its required process.

7. Temporary steps to keep people safe

While a complaint is being considered, authorised Club decision makers may put temporary protections in place. These may include supervision, restricted duties or a temporary suspension where the Club has that power.

- Temporary action is a safety measure, not a finding that someone is guilty.
- The Club will explain the reasons, limits and review arrangements in writing.
- Measures must match the risk, be reviewed regularly and be reviewed promptly if challenged. Any applicable tribunal review right remains available.

8. A fair chance to be heard

For matters the Club is authorised to investigate:

- An impartial investigator will gather relevant information and speak to the people involved.
- The person complained about will receive the allegations, the rules said to have been breached and enough supporting information to respond fairly.
- They will normally have at least three business days to respond, with more time where reasonably needed. Both sides can provide information and identify witnesses.
- Anyone involved can have a support person. A person under 18 must have a parent, carer or nominated adult supporting them during the investigation. That adult must not be a respondent or witness in the matter.
- Interviews will be handled sensitively. Notes will be checked with the interviewee. Any recording will be disclosed in advance and handled under applicable requirements. Everyone is expected to be honest, preserve evidence and cooperate with reasonable requests, subject to their rights and reasonable excuses. If someone does not take part after a fair opportunity, the Club may decide on the available information.



A finding is based on whether the conduct more likely than not happened. This is called the balance of probabilities. Serious allegations require careful consideration of the evidence. Each allegation, the findings and the reasons will be recorded in writing.

9. Decisions and possible outcomes

Unconflicted Executive members with authority under the Club's constitution will decide Club matters by majority vote, subject to any required hearing process. Where practicable, the investigator will not vote. Possible outcomes include:

- No further action, education, a warning or an agreed apology.
- A behaviour agreement, supervision or restrictions on Club activities.
- Removal from a leadership role or suspension.
- Membership termination, only through the Club's constitution and applicable procedures.
- Referral to Queensland Cricket or another appropriate body.

Outcomes must match the seriousness of the conduct and consider harm, previous relevant findings and other relevant circumstances. This policy does not set automatic offence levels or match bans. Applicable competition rules determine any prescribed grading or penalty.

10. Timing and written outcomes

- We aim to finish straightforward investigations within 14 days and decide the outcome within a further seven days.
- These are targets. We will explain significant delays and keep the parties updated.
- The person complained about will normally receive the decision, reasons, any sanction and review rights in writing within five business days of the decision.
- The complainant will receive an appropriate written outcome and relevant safety information, while respecting privacy.

Queensland Cricket procedures take priority where they apply. This includes its breach notice process, 14 day response period and hearing rights. A disputed breach notice must go to the required hearing process; a Club vote cannot replace it.

11. If you disagree with a decision

For a decision made solely under the Club's local process, the person complained about may appeal in writing within seven calendar days of receiving it. Send it to the Secretary or another unconflicted officer. Explain the outcome sought and one or more of these grounds:

- An important error in the process.
- Significant new evidence that was not reasonably available earlier.
- An unreasonable finding or a penalty that is too severe for the conduct.



At least two impartial people who were not involved in the investigation or original decision will review the appeal. They will give a fair opportunity to provide relevant information and aim to issue written reasons within 14 days. Any extension will be explained. The Club will seek independent help if needed. Justified temporary safety measures may continue, subject to review.

A complainant can ask an unconflicted officer to review how the complaint was handled or provide significant new information. Governing body reporting, hearing and appeal rights remain available and will be explained with the outcome.

12. Privacy and protection

- Information is shared only as needed for safety, a fair process, implementing an outcome or governing body and legal requirements. Absolute secrecy cannot be promised.
- People may seek confidential personal or professional support and report concerns to authorities.
- Retaliation or intimidation for making a good faith report or giving evidence is prohibited.
- A complaint that cannot be proved is not automatically false. Knowingly false allegations, falsified evidence or interference with witnesses may lead to separate action through a fair process.

13. Records and governing rules

The Secretary, or an unconflicted records custodian, will securely keep complaint records under applicable legal and governing body requirements. The Club will record why a matter is closed and follow up agreed actions. A request to withdraw does not automatically end action where safety or integrity concerns remain; Queensland Cricket's withdrawal requirements apply.

This policy supports the Club constitution and adopted Code of Conduct, competition rules, Queensland Cricket's Integrity Framework and complaints policy, and Australian Cricket's safeguarding policies. It does not override them or create extra Club powers.