



Toowoomba Rangers Baseball Club Inc.

Member Complaint Form

Instructions

To file a formal complaint, please complete this form in its entirety, providing full details of the complaint and submit to the Toowoomba Rangers Judiciary Committee (TRJC) by e-mail to rangersbaseball@hotmail.com or by enclosing in a sealed envelope addressed to the *Judiciary Committee* and handed to a Club Executive.

Contact Details

Member Name:

Complainant Name:

Relationship to Member:

Telephone: E-mail:.....

Membership type: Player/Parent or Guardian/Coach/Umpire/Manager/Partner/Supporter

If team related, has matter been discussed with the Coach? Yes/No (please circle)

Complaint (please include date, time, location, names if applicable)

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(continue on a separate piece of paper if required)

Declaration

I declare that the information supplied by me is, to the best of my knowledge, true and complete. I agree that the information provided may, to the extent considered necessary by the TRJC in dealing with this complaint, be disclosed to other persons including any persons named in this complaint and/or be referred to another authority should the matter fall within its jurisdiction. I also agree to abide by any decision made by the TRJC.

Signature:

Date:



Toowoomba Rangers Baseball Club Inc.

Procedures for Member Complaints

Our commitment

We are committed to handling complaints in a fair and open way. Every effort will be made by Toowoomba Rangers Judiciary Committee (TRJC) to resolve all complaints it receives to the satisfaction of everyone involved.

If you make a complaint to TRJC you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy. Complaints will remain confidential.

Who can make a complaint?

Any Toowoomba Rangers Baseball Club member or their representative can make a complaint to the TRJC.

What can I make a complaint about?

Any incidents or concerns surrounding a Rangers Baseball Club venue, game, club member, club official, club volunteers, member's family & friends. Matters relating to individual teams should first be discussed with the team's Coach and/or Manager

What happens once I make a complaint?

Upon receipt of the complaint a copy will be circulated to each TRJC member for perusal. The TRJC will then:

- seek further information or clarification from the complaint (if required)
- obtain other parties comments (if applicable)
- seek clarification from Rangers Baseball Club Executive or BQI (if required)
- meet to discuss the relevant facts
- arrange a meeting with those affected to discuss complaint or mediate
- make as best of an informed decision as possible bearing the facts presented
- if disciplinary action is recommended, then such will be passed onto the Executive Committee for ratification
- final decision will be handed down and all parties notified accordingly