



Domain Tennis Centre

Member Protection and Complaints Policy

1. Purpose

The Domain Tennis Centre (DTC) is committed to providing a safe, respectful and inclusive environment where everyone can enjoy tennis. This policy sets out the expected standards of behaviour and the process for managing complaints or concerns fairly and promptly. It helps DTC meet its responsibilities under Australian law and the national integrity standards for tennis.

2. Scope

This policy applies to all members, players, parents, staff, contractors, coaches, officials, volunteers and visitors participating in DTC activities. It covers:

- Behaviour and conduct standards expected of all participants
- How concerns or complaints are raised and resolved
- How DTC will handle matters involving safety, fairness and inclusion

This policy applies to all Club activities, competitions, training, social events, travel and any other event connected with DTC. Screening and suitability checks for people working with children and young people are managed under the DTC Child and Youth Safeguarding Policy.

Serious matters involving potential criminal behaviour or significant safety concerns may be referred to Tasmania Police or other relevant authorities. Concerns or complaints that may involve child abuse, grooming or reportable conduct are managed under the DTC Child & Youth Safeguarding Policy, and DTC's legal obligations under the Tasmanian Reportable Conduct Scheme take precedence over the processes in this policy.

3. Behaviour and Conduct Standards

3.1 General Expectations

All members, staff, coaches, volunteers and visitors are expected to:

- Treat others with respect, courtesy and fairness
- Communicate in a positive and appropriate manner
- Behave in a way that reflects well on DTC
- Follow reasonable directions from staff, coaches and officials
- Use club facilities safely and responsibly

3.2 Unacceptable Behaviour

The following behaviours are not acceptable at DTC:

- Bullying, harassment or discrimination

- Aggressive, intimidating or abusive behaviour
- Repeated disruptive or disrespectful conduct
- Damaging or misusing club property
- Retaliating against someone who raises a concern or complaint

3.3 Interactions with Children and Young People

Adults must:

- Maintain appropriate and professional boundaries
- Interact with children in a respectful and age-appropriate way
- Follow the DTC Child & Youth Safeguarding Policy
- Avoid any behaviour that could be perceived as favouritism or grooming

3.4 Digital and Social Media Behaviour

Members and participants must:

- Communicate online with respect
- Avoid posts or messages that are offensive, aggressive or discriminatory
- Use group chats and team communication appropriately
- Not use digital platforms to target, criticise or bully others

3.5 Responsibilities of Members

Members are expected to:

- Contribute to a safe and welcoming club environment
- Follow club by-laws, booking processes and reasonable directions
- Try to resolve minor issues respectfully
- Use the club's complaints process when a matter cannot be resolved informally

4. Complaint Triage

When a concern or complaint is raised, DTC assesses its seriousness to decide the most appropriate and proportionate response. Triage ensures that minor issues are managed quickly and locally, while more serious matters receive a formal response. Repeated or escalating behaviour may be triaged at a higher level even where individual incidents are low-level.

Category	Example Issues	Preferred Response
Minor	Misunderstandings, rudeness, tone issues, simple scheduling or court-use concerns.	Informal discussion, clarification, mediation, apology, reminder of standards
Moderate	Repeated poor behaviour, ongoing interpersonal conflict, breaches of conduct, behaviour affecting others enjoyment or participation.	Formal written complaint, structured conversation, mediation or facilitated meeting, written warning
Serious	Harassment, discrimination, threatening or aggressive conduct, significant safety concerns, any matters involving children or young people	Immediate referral to the GM and/or Board, formal investigation, possible suspension or termination, and referral to external authorities as required. Matters involving children follow the DTC Child & Youth Safeguarding Policy.

5. DTC Complaint Process

Step 1 – Lodgment

A complaint may be made verbally or in writing to the General Manager (GM) or the Member Protection Information Officer (MPIO). Written complaints should use the DTC Complaints Form. The GM or MPIO acknowledges receipt within five (5) business days.

Step 2 – Assessment

The GM/MPIO decides whether the complaint is best managed informally or formally, based on its seriousness. The MPIO may provide confidential guidance to either party. If a conflict of interest exists (for example, the complaint involves the GM or a Board member), it is referred to another officer or small panel for impartial handling.

Step 3 – Resolution

Informal: discussion, mediation, apology or agreed corrective action. Formal: investigation by the GM or nominee with written findings. Matters that cannot be resolved or are beyond the GM's capacity may be referred to the Board for consideration.

Step 4 – Outcome

Both parties receive a written outcome within 21 days, or as soon as practicable. Outcomes may include an apology, mediation, warning, suspension, termination or referral to another authority.

Decisions are guided by an internal sanction's matrix used by the GM and Board to support fairness and consistency. The matrix is an internal tool and is not published or provided to members.

Any decision to expel a member (terminate membership) will follow the processes in rules 32 and 33 of the DTC Constitution, which include notice, the right to be heard, and the formal appeal process. This policy does not replace or override those constitutional processes

Step 5 – Appeal

A member may appeal in writing to the Board within 14 days of the outcome. The Board reviews the process for fairness and reasonableness and determines the final outcome.

Step 6 – Recordkeeping and Reporting

The GM retains complaint records securely for at least five years. A quarterly summary of complaint trends and actions is reported to the Board for oversight and risk monitoring.

6. Roles and Responsibilities

Role	Responsibilities
General Manager	Receive and manage complaints, maintain records, ensure fair process, report trends to Board
Member Protection Information Officer	Provide confidential support, guidance and information to any party
Board	Oversight, appeals and monitoring of policy compliance

Members and Participants

Follow conduct standards and cooperate with fair resolution processes

7. Confidentiality and Conflicts of Interest

Complaints are managed discreetly. Where a conflict of interest exists, the complaint will be reassigned to another appropriate person or escalated. Records are confidential and used only for legitimate Club or legal purposes.

8. Board Reporting

A quarterly summary of complaints is provided to the Board. Reporting includes the number and general nature of complaints received, actions taken, and any emerging themes or risks. Individual identifying details are not reported unless necessary for Board decision-making.

9. Document Review and Approval

Approved by: DTC Board — 16 December 2025

Review Cycle: Every two years, or earlier if required

Next Review: 16 December 2027

Responsibility: The Board is responsible for approving this policy and any amendments.