



ROUSE HILL RAMS

CHILD PROTECTION

COMMITMENT

Rouse Hill Rams are committed to promoting a safe environment for all of its members in particular our children. Children's safety and wellbeing is at the centre of everything we do. We ensure that all of our volunteers, including committee members as well as coaches and managers have a valid and verified Working With Children Check .

Our committee, coaches and managers value children as individuals and will celebrate and acknowledge diversity, difference, experience and skill. They will ensure that the children feel safe in their environment at all times and if a situation arises the Rouse Hill Rams Cricket Grievances and Complaints Procedure will be followed.

The children within Rouse Hill Rams cricket are entitled to the right to feel safe within their training environment and game days. We have the expectation that all members and spectators adhere to our code of conduct and take an active role in supporting and creating a safe environment for our children through support and encouragement.

With the support of our members, the association and our supporters we are confident that our child protection commitment will be upheld and adhered to at all times.



ROUSE HILL RAMS

GRIEVANCES AND

COMPLAINTS PROCEDURE

Rouse Hill Rams Cricket club acknowledge that families, volunteers and the community need to feel confident that any issues or concerns that may arise will be handled promptly and professionally.

RAISING A GRIEVANCE OR COMPLAINT

All issues that arise will be considered a grievance until further questioning identifies the issue to be unacceptable or unsatisfactory.

This then becomes a complaint and will be investigated by the committee with a final decision to be made by the President of Rouse Hill Rams Cricket Club.

Any identified issues or concerns are to be directed to the team Coach and/or Manager. If this is not a suitable option then you are to direct your concern to our Junior Coordinator via phone or email.

Alternatively all concerns can be directed to any member of our committee including but not limited to our Secretary, Vice President and President.

MANAGING A COMPLAINT

Where possible, complaints will be dealt with by the Team Coach and/or Manager. Where the complaint is beyond where they can resolve themselves, the complaint will be moved up the chain of command within the committee to be resolved. All complaints will be documented where needed and actioned accordingly. All concerns raised will be dealt with as soon as possible with a response of action taken/needed offered to the complainant.