

BMXA appreciates that the sport of BMX has a diversity of members and clubs. Clubs and their members – whether volunteer, rider, coach or official – are all a valuable part of the BMXA community.

Sometimes however, things can go wrong and people have the right to complain and have their concerns listened to and dealt with.

## Complaint Management Process

BMXA has a clear process for complaint handling and dispute management which is outlined in **BMXA Members Protection Policy (MPP)**.

Section 7, 8 and 9 as well as Part D Complaint Handling, outline the process to be followed for Clubs and State Associations.

Importantly, the MPP requires a complaint to be handled at the level it occurred meaning:

- If the complaint/incident occurred at Club level, the Club manages the process

- If the complaint/incident occurred at State level, the State Association manages the process

- Only matters that relate to or occur at the national level and the most serious cases from club and state level should be referred to the national body.

There are a number of courses which are offered by **Play By the Rules (PBTR)** which can assist Clubs to manage complaints. All Clubs and State Associations should have an appointed Members Protection Information Officer (MPIO).

A **Members Protection Information Officer (MPIO)** does not investigate a complaint, they provide support to the complainant and the options available. MPIO Courses are available on PBTR and through State Sport and Recreation Departments.

## Membership

Disciplinary outcomes as a result of a complaint under - Clause 9.2 of BMXA's MPP allows for the following:

- suspension or termination of a member's membership
- transfer to another Club
- suspension or termination of a member's role in a club or state or with BMXA
- direction that the member attends counselling or mediation amongst other forms of disciplines that can be imposed.

A Club or State Association's Constitution may also provide for procedures that can be followed and discipline forms that can be imposed.

A Club or State as a result of following the Complaint Handling and Disciplinary Measures of BMXA's MPP (and their own Constitution) can make recommendation to BMXA to suspend or terminate a member's BMXA/State/Club membership.

Such recommendation must be supported with the process that has been followed and the resulting disciplinary outcome.

For more information please visit **PBTR website** and be aware your State Sport and Recreation may offer a Dispute Resolution process.

BMXA Office can assist with further advice about complaint handling processes and where to find out more information. Please don't hesitate to call (02) 9008 1300 or email [info@bmxaaustralia.com.au](mailto:info@bmxaaustralia.com.au)