

## WESTERN AUSTRALIAN ROGAINING ASSOCIATION

### Member Protection and Complaints Policy

1. With every event organised by WARA that involves members interacting in the open country, comes an issue that some would see as a Complaint.
2. A complaint must be submitted in writing, and include date / location of the event at which the situation occurred, the name and details of the people affected, the expected outcome, the actual situation and any reparation offered at the time. Names and details of witnesses help to corroborate and validate the concerns raised – written statements they make are to be submitted separately to the Committee, referencing the date/location of the event.
3. Complaints must be submitted in writing to the Committee (via [committee@wa.rogaining.asn.au](mailto:committee@wa.rogaining.asn.au)) within 30 days of any event, activity or problem occurring. Complaints must be corroborated and verifiable. If more time is needed for collection of information and verification, a submission must be made to the committee within this time frame advising of the intention to lodge a complaint – the complaint must be lodged within 3 months of the intention to lodge being sent unless otherwise agreed.
4. All complaints will be recorded and addressed objectively by a delegated member of the committee – unless the complaint is lodged against any member of the organising team or current committee. If this is the case, the complaint will be delegated to a (to be identified) respected objective party so that due process can be followed – this party will be chosen by committee members in line with statutes and guidelines from Rogaining Australia and Government departments in a transparent and accountable way.
5. All complaints lodged will be treated with dignity and integrity, confidentiality and sensitivity and the process dealt with promptly, efficiently and (confidentially but) transparently. The relative authorities will be advised if complaints need to be escalated and referred onto other authorities, legal entities and judicial areas.
6. Complaints will not be accepted if they are caused by uncontrollable (to WARA) events (Fire, Council, Weather, Permissions, Police or similar), nor will they be accepted if considered spurious by a unanimous minuted vote of the committee.
7. The response to any complaint must be made upon receipt, and then (as a final response) may vary depending upon the statute requirements as above, including but not limited to a confirmation letter to the complainant, offers of reparation, methods to improve or prevent future situations and escalation of higher levels of authority.
8. WA Rogaining is responsible to Rogaining Australia, so any complaint that may not be adequately dealt with by WARA can be escalated to RA.