



## Berry Show Complaints Procedure

Where there are allegations of criminal conduct, these must be reported to NSW Police.

### **The Complaint Process**

The processes used to address complaints must be undertaken in the following manner -

- effectively, impartially, and confidentially
- by 3 members of the executive that are not directly affected persons.
- promptly and with procedural fairness
- with the least possible impact on everyone's health and safety
- with the least possible disruption
- without reprisal.

### **The following items will not be considered as complaints.**

General statements with no specific facts

Rumours

Gossip

Second hand information (hearsay)

### **The Complaint**

Any complaint should be made promptly.

Complaints must be in writing.

Complaints can only be made by directly affected persons.

The complaint should state: ■ the nature and full details of the complaint.

- the parties involved
- the circumstances giving rise to the complaint
- the current situation
- the issues (without extraneous material)
- the outcome/s sought

Complaints must be sent to [berryshow@virtualcity.com.au](mailto:berryshow@virtualcity.com.au) or to P.O Box 173 Berry. NSW. 2535, not to any committee member private email account.

**All persons involved in a complaint must keep complaint information confidential and only discuss the complaint process within the investigation team only.**

A serious breach of confidentiality relating to a complaint may amount to misconduct and actions regarding the misconduct may be taken in line with the Berry Show Constitution.

**Complaint assessment process.**

Complaints will be handled by a 3-member team from the executive that are not directly affected persons.

- 1\_ The complaint must be acknowledged within 3 days of receipt of complaint, inform all parties of the complaint (in line with confidentiality limitations)
- 2\_ The complaint must be assessed, information gathered. (all parties in the complaint must be able to tell their story)
- 3\_ A resolution developed with directly affected parties
- 4\_ If a breach of the Code of Conduct is identified, actions regarding the misconduct may be taken in line with the Berry Show Constitution.
- 5\_ Implement outcome actions
- 6\_ Record keeping (confidential)

**Reporting to the Berry Show Committee**

Any complaints received will be referenced as correspondence in, in general terms only (confidentiality requirements)

Post investigation – a reference will be made, in general terms, if a solution has been reached.