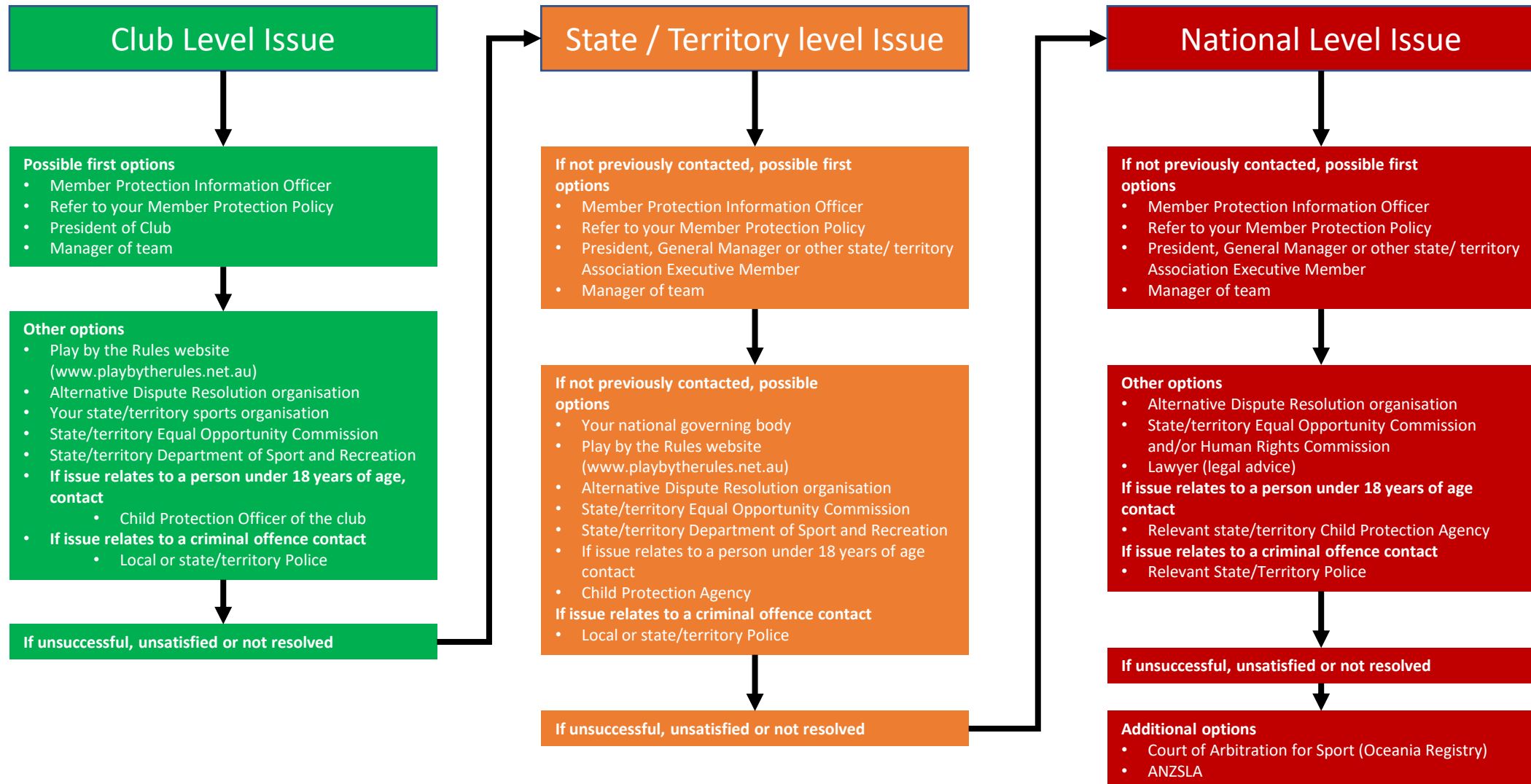


PCCC High level Complaint Process



PCCC Complaints Process

- PCCC hopes that lowest level at which a matter can be dealt with shall always be preferred.
- Therefore, if a complaint relates to behaviour or an incident that occurred at the club level or involves people operating at the club level, then the complaint should be reported to and handled by the club in the first instance.
- A complaint may be dealt with informally or formally. The person with the complaint usually decides this unless the CSO/ DCO / Committee considers that complaint falls outside PCCC's remit and would be better dealt with another way and/or the law requires the complaint/allegation to be reported to an appropriate authority.
- Individual and organisations may also pursue their complaint externally under antidiscrimination and other relevant legislation.
- All complaints will be dealt with promptly, seriously, sensitively and overall, confidentially.



- Where reasonable and appropriate, in the first instance you should try to sort out the problem with the person or people involved
- Talk with the relevant PCCC delegate, complaints officer for general complaints or Child Safety Officer if the complaint is pertinent to the case.

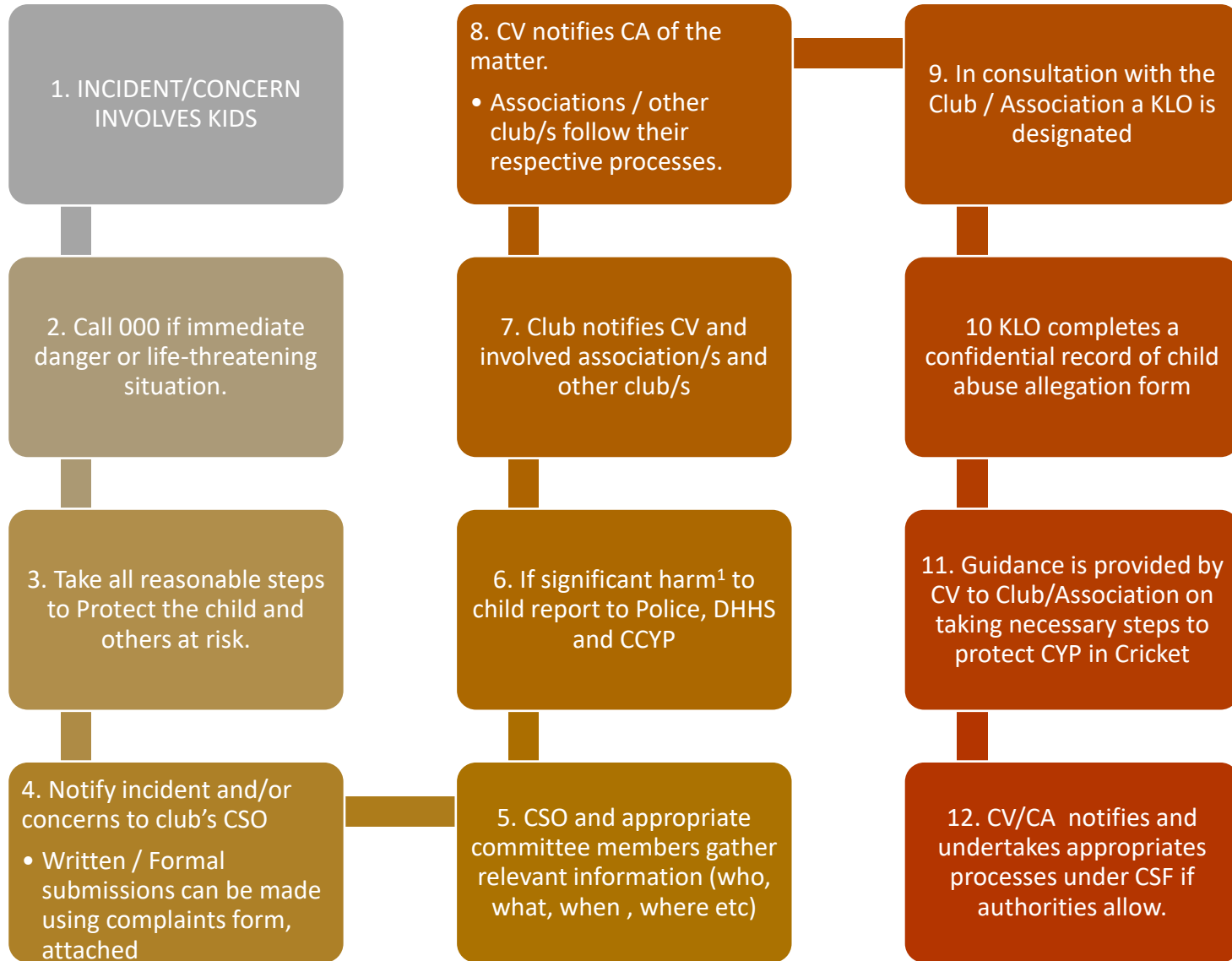


- Use the Attached complaint form to lodge a written complaint to the relevant party within PCCC (Club President / Club Secretary / Club Treasurer / CSO / designated Complaints person)
- The complaints procedure has been described in the Complaints Form. [Complaints Form](#)
- PCCC will always endeavor to have an impartial officer within the club act as an investigator and resolution administrator



- If the internal complaint resolution procedure does not achieve a satisfactory resolution or outcome, or if the person with the complaint believes it would be impossible to get an impartial resolution within PCCC or if the person with the complaint feels the issue is serious enough to involve external administrative / governing bodies they may reach out to respective association/s or Cricket Victoria.
- If the Complaint involves a minor and is a child safety allegation, please follow PCC Child Safety complaints process

PCCC Child Safety Complaints Process



KEY:
 CCYP – Commission for Children & Young People (Ph:13 12 78)
 CSF – Australian Cricket’s Child Safety Framework
 CSO – Child Safety Officer
 CYP – Children & Young People
 CV – Cricket Victoria
 CA – Cricket Australia
 DHHS – Dept of Health & Human Services*
 KLO – Key Liaison Officer

¹Report to DHHS and CCYP where sexual abuse and/or significant harm to a child has occurred or is likely to occur and parents/guardians won’t/aren’t likely to protect the child. You just need a “reasonable belief” that it will occur. See DHHS website for regional contact details.

Organisation	Website	Contact
Victoria Police	www.police.vic.gov.au	Non-urgent police assistance Ph: 131 444
Department of Human Services	www.services.dhhs.vic.gov.au/reporting-child-abuse	Ph: Business hours – phone your relevant regional Intake Centre. Find your regional number here . After Hours: 13 12 78
Commission for Children & Young People	www.ccyp.vic.gov.au	Details on the Reportable Conduct Scheme can be found here . General Enquiries: 1300 78 29 78