



## CHAPTER 10

### CLUBS COMPLAINTS SECTION

#### **a. If you are a member of a club and have a complaint**

If you are a member of a club, please talk to your club's president or someone on the executive you feel comfortable with. Please refer to the Clubs Constitution, and how this was breached (you can also refer to of UNSA or the University of Newcastle's Code of Conduct). If you are unable to resolve the issue internally, please get in touch with UNSA at [unsa-clubs@newcastle.edu.au](mailto:unsa-clubs@newcastle.edu.au)

#### **b. If you are not a member of a club and have a complaint**

Please raise your issue with the club's president. If they are unable to help resolve the issue/ complaint, please get in touch with UNSA at [unsa-clubs@newcastle.edu.au](mailto:unsa-clubs@newcastle.edu.au). Please let us know which section of UNSA or the University of Newcastle's Code of Conduct the club/ club member has breached or let us know how you feel you have been mistreated by the club. An UNSA staff member will work through the issues with you.

If you are not a member of a club - Complaints about clubs – may feel you have not been well treated, matters that concern you and complaints

#### **c. How to resolve an issue as an Executive**

As a Club Executive, you automatically become the first point of contact for your members when things go south in Club-related events. Someone may come to you if they feel excluded or discriminated against, and you will need to assess the situation and approach it appropriately.

The first action to take is to intervene as a by-stander if you witness discriminatory behaviour at a Club event. It's normally best to catch this act or behaviour before it develops and therefore stop it in its track before it escalates. This also lets the person/s know that their action was inappropriate and that no one supports discriminatory behaviour at the event and will hopefully discourage them from taking it further.



You might need to sit down with the person to discuss the behaviour – they might not have considered what they said to be discrimination and most of the time a civil discussion can result in an apology and a more educated member of the community. If the issue arises at the fault of an external party (other members of the UON community including UON departments, other Clubs or students) and it is easily reconcilable, club Executives should seek to speak to the offending party as they would, detailed above.

Please refer to our workshop on [How to Have Difficult Conversations](#).

You should refer to your constitution when resolving internal conflicts. If you need support an UNSA staff member will try work with you.

*Disclaimer: depending on the severity/ nature of the complaint/ allegation, UNSA may need to disclose the nature of the complaint to appropriate staff at the university.*