



## MACKAY/WHITSUNDAY CRICKET INC.

A.B.N. 47 194 252 238 Incorporation number: IA30567  
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Post Office Box 8999 Mt Pleasant Qld 4740

President:

**Dean McCartney**

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Vice President:

**Matt Doolan**

Mob: 0459301235

Secretary:

**Mel Dwyer**

Mob: 0424599722

Treasurer:

**Karen Doolan**

Mob: 0487421945

## Complaints Handling

Mackay Whitsunday Cricket supports everyone to participate in a safe environment, develop friendships and have fun. No person should be subjected to discrimination, harassment or abuse. If you believe this behaviour is occurring, you have every right to make a complaint. Mackay Whitsunday Cricket have policies and procedures, such as a Member Protection Policy, for dealing with complaints which include the following options:

- **trying** to sort the matter out yourself;
- **informal** discussions with the other party;
- **mediation**;
- **lodging** a formal written complaint at the level the incident occurred;
- **appealing** to the next level if you believe the outcome was; biased, you have been denied natural justice or the process didn't follow your sport's procedures;
- **referring** or lodging a complaint with an external authority (e.g. police, child protection or anti-discrimination agency).

If you wish to lodge a complaint or concern you can do so by contacting

- Member Protection Officer: Dean McCartney- 0448484200
- Member of our Executive Committee- email: mackaywhitsundaycricket.com.au



**MACKAY  
CRICKET**  
EST. 1891



QUEENSLAND  
CRICKET