



JUNIOR CHAMBER
of C O M M E R C E
BRISBANE

Brisbane Junior Chamber of Commerce Incorporated Code of Conduct

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A code of conduct for Queensland Junior Chamber of Commerce trading as the “Brisbane Junior Chamber of Commerce” and its Committee, Ambassadors, and Members (each and collectively referred to as **the BJCC**).

1. Definitions

Committee means the BJCC Committee as duly appointed in accordance with the Association Rules from time to time.

Ambassadors means the Members who are appointed as BJCC Ambassadors by the Committee from time to time.

Members means a full member, student member, supporting member or lifetime member as relevantly described in the Association Rules.

Event Attendees means any person, whether a Member, ambassador, committee member or Member of the public, who attends an event put on by or supported by the BJCC.

These definitions apply throughout this Code, including the Sexual and Gender-Based Harassment Policy, and Anti-Discrimination, Bullying and Harassment Policy.

2. Purpose and values

2.1 The BJCC has adopted this code of conduct (**Code**) to:

- (a) promote high standards of integrity and honest, ethical and responsible conduct, including the ethical handling of actual or apparent conflicts of interest;
- (b) promote behaviour in accordance with the values and best interests of the BJCC;
- (c) promote full, fair, accurate, timely and understandable disclosure in reports and documents that the BJCC files with, or submits to the government, securities regulators and in other public communications made by the BJCC;
- (d) promote fair dealing practices;
- (e) deter wrongdoing; and
- (f) ensure accountability for adherence to the Code.

2.2 The BJCC's policy is to promote high standards of integrity by conducting its affairs honestly, ethically and responsibly. The purpose of the Code is to guide the BJCC on how to carry out their duties in an honest and ethical manner.

2.3 Each Member of the BJCC must act with integrity and observe the highest ethical standards of business conduct in their dealings with the BJCC's Members, customers, suppliers, partners, service providers, competitors and anyone else with whom they have contact in the course of performing their role with the BJCC or attending a BJCC event. The principles outlined in the Code provide a baseline for honest and ethical decision-making, and where the specific circumstances are not addressed by this code, these principles should be deferred to in decision making and subsequent actions. The BJCC will ensure that each Member of the BJCC is provided with a copy of the Code [and acknowledges receipt and acceptance].

2.4 All Members of the BJCC are required to be familiar with and understand the Code, comply with its provisions and report any suspected violations as described in 8.

3. We will declare conflicts of interest

3.1 A conflict of interest occurs when an individual's private interest (or the interest of a member of their family) interferes, or appears to interfere, with the interests of the BJCC as a whole. A conflict of interest can arise when the BJCC (or a member of their family):

- (a) takes actions or has interests that may make it difficult for that person to perform their work for the BJCC objectively and effectively;
 - (b) receives improper personal benefits as a result of their position in the BJCC; or
 - (c) has an interest in an agreement or transaction involving the BJCC.
- 3.2 Conflicts of interest will be avoided unless specifically authorised and, in all cases, where permitted by law.
- 3.3 Any Member who has questions about a potential conflict of interest or who becomes aware of an actual or potential conflict, must discuss the matter with, and seek a lawful determination and prior authorisation or approval from the President and/or Secretary.
- 4. We strive for compliance**
- 4.1 The BJCC and its Members will comply, both in letter and spirit, with all applicable laws, rules and regulations in the jurisdictions in which the BJCC operates.
- 4.2 Although not all Members are expected to know the details of all applicable laws, rules and regulations, it is important to know enough to determine when to seek advice from the BJCC committee. Questions about compliance will be addressed to the President of the BJCC.
- 5. We will protect and ensure the proper use of the BJCC's resources**
- 5.1 All Members of the BJCC will protect the BJCC's assets and ensure their efficient use. Theft, carelessness and waste have a direct impact on the BJCC and are prohibited.
- 5.2 All BJCC assets will be used only for legitimate purposes. Any suspected incident of fraud or theft must be reported for investigation immediately and in accordance with 8.
- 5.3 The obligation to protect the BJCC's assets includes the BJCC's proprietary information. Proprietary information includes intellectual property such as confidential information, trade marks and copyright, as well as business and marketing plans, databases, records and any non-public financial data or reports. Unauthorised use or distribution of this information is prohibited and could also be illegal and result in civil or criminal penalties. The obligation to protect the BJCC's assets and proprietary information includes any assets or information (including confidential information) being held by the BJCC belonging to the BJCC's customers, Members and business partners.
- 5.4 All transactions undertaken on behalf of the BJCC using its assets or proprietary information must be authorised in accordance with the BJCC's policies and must be documented accurately. The President and Treasurer are responsible for record-keeping and accounting and must ensure that the BJCC's books and records are accurate, timely and fair in their description of the assets and transactions of the BJCC.
- 6. We will uphold privacy and maintain confidentiality**
- 6.1 Members of the BJCC will maintain the confidentiality of information entrusted to them by the BJCC and by its customers, suppliers or partners, except when disclosure is expressly authorised or legally required. Confidential information includes all non-public information (regardless of its source) that might be of use to the BJCC's competitors or harmful to the BJCC or its customers, suppliers or partners if disclosed. The obligation to maintain the confidentiality of information remains even after membership expires or a Member ceases to be a committee member of the BJCC.
- 6.2 The BJCC will collect, use, hold and disclose personal information (as defined in the *Privacy Act 1988* (Cth)) in accordance with the law and the BJCC's privacy policy is available [here](#).
- 7. We will deal fairly with customers and suppliers**

7.1 Each Member of the BJCC must deal fairly with the BJCC's customers, suppliers, competitors, partners and anyone else with whom they have contact in the course of performing their duties with the BJCC. No Member of the BJCC may take unfair advantage of anyone through bribery or other corrupt practices, manipulation, concealment, abuse or privileged information, breaching privacy or confidentiality requirements, deception, misrepresentation of facts or any other unfair dealing practice.

8. We will uphold a safe environment

8.1 The BJCC is committed to providing an environment free of harassment, violence, bullying and discrimination. When attending events of the BJCC, Members are expected to foster a respectful and inclusive environment in accordance with the below Sexual and Gender-Based Harassment Policy and Anti-Discrimination, Bullying and Harassment Policy.

8.2 The BJCC will not tolerate:

- (a) discrimination based on age, race, colour, national or ethnic origin, religion, disability, parental status, gender, sex, sexual orientation or any other ground of discrimination;
- (b) any act of harassment or bullying; or
- (c) any violent or intoxicated behaviour.

9. We take reporting and enforcement seriously

9.1 Reporting and investigation of violations

- (a) In accordance with the Complaints Procedure in Appendix C, actions prohibited by this Code are encouraged to be reported to the BJCC President, Secretary and/or Treasurer in the first instance, alternatively another committee Member if appropriate, in any of the following ways:
 - in person; or
 - via email to president@bjcc.com.au; secretary@bjcc.com.au; treasurer@bjcc.com.au; or hello@bjcc.com.au; or
 - via the website contact form at bjcc.com.au/contact-us/.
- (b) After receiving a report of an alleged prohibited action, the Committee must consider the most appropriate policy and process that may apply to the alleged prohibited action and promptly take all appropriate actions necessary.
- (c) All Members of the BJCC are required to cooperate in any investigation of an alleged prohibited action.

9.2 Enforcement

- (a) The BJCC must ensure prompt and consistent action against violations of this Code.
- (b) If, after investigating a report of an alleged prohibited action, the BJCC committee determines that a violation of this Code has occurred, the committee will take such preventative or disciplinary action as they deem appropriate, including, but not limited to, termination of membership or other disciplinary action including dismissal and, in the event of criminal conduct or other serious violations of the law, notification to appropriate governmental authorities.

9.3 Prohibition on retaliation

The BJCC does not tolerate acts of retaliation or victimisation, including dismissal, discipline, discrimination, harassment, suspension or threats, of or against any Member of the BJCC who makes a good faith report of known or suspected violations of this Code.

10. Amendment

The BJCC committee may, from time to time, change, modify or delete provisions of this Code without notice. The BJCC committee will ensure that the updated Code is made available on the BJCC's website.

11. Code administration

The President of the BJCC is responsible for the administration of this Code. If Members have any questions about the Code generally or any questions about reporting a suspected conflict of interest or other violation of the Code, they may contact the President of the BJCC at president@bjcc.com.au.

Appendix A: Sexual and Gender-Based Harassment Policy

Aim: The aim of this policy is to make BJCC Members, the Committee, and Events Attendees aware of what constitutes sexual harassment and their responsibilities in preventing and managing such incidents. The intended outcome is a safe environment free from sexual and gender-based harassment.

Scope: The BJCC takes its obligations seriously and strives to achieve a healthy and safe environment by taking reasonable and proportionate measures to eliminate, as far as reasonably practicable, sexual harassment.

The elimination of sexual and gender-based harassment, as far as reasonably practicable, will be achieved through implementation of this policy applicable for all Members, the Committee, and Event Attendees as to the nature and effects of harassment and sexual harassment and providing the necessary resources to inform them of the contents of this policy, together with active encouragement of reporting of such behaviour and the prompt and efficient investigation and management of such complaints. In the event that sexual or gender-based harassment does occur, it will be dealt with expeditiously whilst maintaining confidentiality and procedural fairness to all involved.

1. Policy Objective

- 1.1 At the BJCC, we aim to provide a safe environment that upholds equal opportunity principles and which is free from gender-based harassment and sexual harassment.
- 1.2 The purpose of this Policy is to outline the BJCC's position in relation to gender-based and sexual harassment and the procedures that may be followed to address complaints and the resources that are available to Complainants.

2. Application of Policy

- 2.1 This Policy applies to all Members, the Committee, and Event Attendees, in addition to all other persons who are involved in, or attend, any BJCC events or events associated with the BJCC (collectively "**BJCC Participants**"). It extends to all situations and events that are approved or funded by the BJCC.
- 2.2 Any person who engages in gender-based harassment or sexual harassment or retaliates against a person who makes allegations of such behaviour (victimisation) may be subject to disciplinary action up to and including termination of membership in accordance with the Association Rules and/or prohibited from engagement with or attendance at any BJCC event in the future.

3. Prohibited Conduct

- 3.1 A person must not engage in gender-based harassment, sexual harassment, sexual assault or sexual misconduct of any kind toward any BJCC Participant in the course of carrying out duties for the BJCC, or at a BJCC event.
- 3.2 Any person, whether they are a BJCC Participant or not, who witnesses or is subject to gender-based harassment or sexual harassment is encouraged to report the behaviour to the current

President, Secretary, or Treasurer of the BJCC (refer to the Complaints Procedure). Such reports will be treated with the utmost confidentiality as far as reasonably practicable.

4. Definitions

4.1 Association Rules

4.2 The **Association Rules** are the Queensland Junior Chamber of Commerce Incorporated operating as Brisbane Junior Chamber of Commerce Incorporated's Association Rules as amended and in force from time to time.

4.3 A BJCC Event

A **BJCC event** means an event put on by, associated with, or supported by the BJCC in any way.

4.4 Complainant

The '**Complainant**' is the person who makes a complaint about alleged gender-based harassment or sexual harassment, whether regarding behaviour they or someone else has been allegedly subjected to.

4.5 Gender-based Harassment

'**Gender-based harassment**' is unlawful and is any unwelcome conduct based on a person's gender, sex or sexuality. Sexual harassment can be a form of gender-based harassment.

4.6 Sexual Harassment

(a) '**Sexual harassment**' is unlawful and is any unwelcome sexual advance, or an unwelcome request for sexual favours, or other unwelcome conduct of a sexual nature (including statements made orally or in writing), in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated. A lack of intention to offend, humiliate or intimidate, or a lack of awareness of the effect of the sexual harassment on others, does not generally diminish culpability under the law. Sexual harassment can be physical, verbal or written.

(b) It does not need to be repeated or continuous and can consist of a one-off occurrence.

(c) Sexual harassment does not include conduct which is engaged in consensually.

(d) The BJCC recognises that sexual harassment can be overt, covert or subtle and its harm extends not only to the person it is directed at, but also witnesses of the conduct. Some examples of sexual harassment may include:

(i) unwelcome physical contact such as pinching, touching, grabbing, kissing or hugging;

(ii) indecent exposure;

(iii) staring or leering at a person or at parts of their body;

(iv) standing too close to, or brushing up against, someone;

(v) making sexual or gender-based jokes, insults, comments or hand gestures;

(vi) unwanted requests for sex or sexual favours or requests for dates; and

(vii) sexually explicit conversations, material (such as posters and screensavers) emails, text messages or posts on social media (such as Facebook, Twitter or LinkedIn) sent

during a BJCC event or when sent or communicated outside of a BJCC event relating to or in connection with a BJCC event.

4.7 Sexual Assault

- (a) **'Sexual assault'** is a term used to describe a range of sexual offences, from kissing or touching another person without their consent to penetrating another person's body with a body part or object without their consent. Forcing someone else to commit or witness these acts can also constitute sexual assault.
- (b) These acts may constitute a criminal offence. The BJCC encourages potential criminal conduct is reported to the police. The BJCC does not have jurisdiction over criminal complaints or investigations conducted by the police however, will act on conduct that breaches its policies and procedures particularly where the conduct impacts on the safety, health and wellbeing of others.

4.8 Sexual Misconduct

- (a) **'Sexual misconduct'** refers to any misconduct of a sexual nature, including sexual harassment and sexual assault. It may also be used to describe activity of a sexual nature that is not in and of itself harassment or assault. Where the term is used within this Policy, it should be taken to encompass any inappropriate behaviour, conduct or activity of a sexual nature (particularly where consent is not given), including sexual harassment and sexual assault.

4.9 Victimization

'Victimization' is unlawful conduct and may occur when a person suffers any detriment, including denigration or humiliation (for example, on social media such as Facebook, Twitter or LinkedIn), because they have made a complaint, been a witness in an investigation, participated in proceedings, refused to breach anti-discrimination legislation, or intended or threatened to do any of these things.

4.10 Vilification

- (a) **'Vilification'** is unlawful conduct if it incites or provokes hatred towards, serious contempt for, or severe ridicule of a person or a group of persons because of their actual or assumed race, religion, sexuality or gender identity by a public act (including in the workplace). If intentional, vilification may also constitute a criminal offence.
- (b) Vilification generally includes any form of communication or conduct that occurs publicly (including in the workplace) which may provoke hatred, contempt or ridicule for a person or group of people because of their actual or assumed race, religion, sexuality or gender identity or HIV/AIDS status.
- (c) Unlawful acts of vilification may be expressed by graffiti, posters or stickers; public speeches, published articles or statements; public verbal or visual abuse; badges or clothing with slogans; internet sites (including social media such as Facebook, Twitter or LinkedIn); and destruction of property.

5. Investigations

If the BJCC becomes aware of conduct that may breach this policy, it may commence an investigation. Any such investigation is concerned solely with a potential breach of this policy and does not supplant, preclude or affect any investigation that may also be undertaken by the police.

6. Confidentiality

The BJCC will endeavour to maintain confidentiality, so far as is reasonably practicable, when dealing with complaints under this Policy.

The Complainant(s), Respondent(s) and any witnesses who are involved in the complaint resolution procedure are required to ensure confidentiality of the process. This includes not talking about the complaint directly or indirectly with another other person. Such behaviour is unacceptable and may result in disciplinary action up to and including termination of membership in accordance with the Association Rules and/or prohibited from engagement with or attendance at any BJCC event in the future. This does not prohibit the seeking of legal advice, or reporting of matters to authorities.

7. Breach of Policy

All BJCC Participants are required to comply with this policy at all times. If a BJCC Participant breaches this Policy, they may be subject to disciplinary action up to and including termination of membership in accordance with the Association Rules and/or prohibited from engagement with or attendance at any BJCC event in the future. If an allegation of behaviour in breach of this policy is raised during a BJCC event to the President, Secretary, or Treasurer, they can direct the Respondent to immediately leave the event if they are of the reasonable opinion that the safety of BJCC Participants may be compromised.

8. Changes to Policy

The BJCC may amend this policy from time to time in accordance with legislative changes and business requirements.

Appendix B: Anti-discrimination, bullying and harassment policy

Aim: The aim of this policy is to make BJCC Members, the Committee and Event Attendees aware of what constitutes discrimination, harassment and bullying and their responsibilities in preventing and managing such incidents. The intended outcome is an environment that is free from all forms of harassment, discrimination and bullying.

Scope: The BJCC will strive to achieve a healthy and safe environment by addressing the issue of harassment, discrimination, and bullying. The BJCC is concerned with ensuring that harassment, discrimination and bullying does not occur but, in the event that it does, appropriate action is taken quickly. The BJCC commits itself to making BJCC Members, the Committee and Event Attendees aware of this policy.

1. Policy Objective

- 8.1 At the BJCC, we aim to provide an environment that is free from unlawful discrimination, harassment, victimisation, vilification and bullying (collectively referred to in this policy as '**unlawful conduct**').
- 8.2 The purpose of this policy is to provide guidance on unlawful conduct, the procedures that may be followed to address complaints and the resources that are available to complainants.

9. Application of Policy

This policy applies to all Members, the Committee, and Event Attendees, in addition to all other persons who are involved in, or attend any BJCC events or events associated with the BJCC (collectively "**BJCC Participants**"). It extends to all situations and events that are approved or funded by the BJCC.

9.1 Any person, whether they are a BJCC Participant or not, who witnesses or is subject to unlawful conduct is encouraged to report the behaviour to the current President, Secretary, or Treasurer of the BJCC. Such reports will be treated with the utmost confidentiality as far as reasonably practicable.

10. Prohibited Conduct

10.1 A person must not engage in unlawful conduct of any kind toward any BJCC Participant in the course of carrying out duties for the BJCC, or at a BJCC event.

10.2 Any person who engages in unlawful conduct or retaliates against a person who makes allegations of such behaviour may be subject to disciplinary action up to and including termination of membership in accordance with the Association Rules and/or prohibited from engagement with or attendance at any BJCC event in the future.

Definitions

10.3 Bullying

(a) **'Bullying'** is a form of unlawful behaviour and is defined to mean any repeated, unreasonable behaviour directed toward a person or group of people that creates a risk to health and safety. **'Unreasonable behaviour'** includes any behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, intimidate or threaten a person. There is no specific number of incidents required for the behaviour to be considered 'repeated', nor does the same kind of behaviour need to be repeated (that is, it can involve a series of different acts or omissions).

(b) Some examples of the kind of repeated behaviour which may constitute bullying include:

- (i) Physical abuse or verbal abuse (including but not limited to swearing, yelling or screaming);
- (ii) Intimidating or threatening behaviour such as stalking, threatening to make a persons' life difficult or blocking a person's path;
- (iii) Victimising, teasing, joking, ridiculing or belittling a BJCC Participant;
- (iv) Sending offensive, intimidating, threatening or humiliating emails, messages or posts on social media during or outside of BJCC events to or about BJCC Participants or otherwise connected to the BJCC (such as Facebook, Twitter or LinkedIn posts ridiculing BJCC Participants); and
- (v) Spreading misinformation or malicious rumours often referred to as gossiping or gas lighting.

10.4 Complainant

The **'complainant'** is the person who makes a complaint about unlawful conduct.

10.5 Discrimination

(a) **'Discrimination'** is unlawful conduct if it is motivated by considerations derived from a protected 'attribute' and/or creates a risk to health and safety. 'Discrimination' generally occurs where a person is treated unfavourably or less favourably on the basis of a **'protected attribute'** such as age, disability, race, gender or parental/carer status, unless an exception applies. Discrimination may be direct or indirect.

- (b) **'Direct discrimination'** generally occurs where a person proposes to treat a person, or has treated a person, unfavourably or less favourably because of a protected attribute. For example, if a manager advises a person that he or she will not be trained to use new computer software because he or she is too old to learn new skills, this would be direct discrimination on the basis of age.
- (c) **'Indirect discrimination'** generally occurs where an unreasonable requirement, condition or practice is imposed or proposed and a person with a particular protected attribute is unable to comply with it or it has, or is likely to have, the effect of disadvantaging such a person. For example, if a manager required that all team meetings be held outside business hours, this would be indirect discrimination on the basis of parental/carer status because it is likely to have the effect of disadvantaging people who have parenting/carer responsibilities.

10.6 Harassment

- (a) **'Harassment'** is unlawful conduct if it is based on a protected attribute and/or creates a risk to health and safety.
- (b) Harassment generally includes any unwelcome or unsolicited conduct that offends, humiliates or intimidates another person or where a reasonable person would have considered or anticipated the possibility that the other person would be offended, humiliated or intimidated. A lack of intention to offend, humiliate or intimidate, or a lack of awareness of the effect of the harassing conduct on others, does not generally diminish culpability under the law.
- (c) Some examples of harassment may include:
 - (i) bullying (refer to definition above);
 - (ii) sexual harassment (refer to policy above);
 - (iii) jokes or comments about a protected attribute (for example, commenting on a person's physical appearance to describing something negatively);
 - (iv) creating a work environment that is hostile towards a person with a particular attribute;
 - (v) distributing or displaying offensive, humiliating or intimidating material such as posters, badges or pictures; and
 - (vi) unnecessary interference with a person's work space, work materials, equipment or property.

10.7 Respondent

The **'respondent'** is the person about whom a complaint of unlawful conduct is about.

10.8 Victimisation

'Victimisation' is unlawful conduct and generally occurs when a person suffers any detriment, including denigration or humiliation (for example, on social media such as Facebook, Twitter or LinkedIn), because they have made a complaint, been a witness in an investigation, participated in proceedings, refused to breach anti-discrimination legislation or intended to do any of these things.

10.9 Vilification

- (a) **'Vilification'** is unlawful conduct if it incites hatred towards, serious contempt for, or severe ridicule of a person because of their race, religion, sexuality or gender identity by a public act. If intentional, vilification may also constitute a criminal offence.
- (b) Vilification generally includes any form of communication or conduct that occurs publicly (including in the workplace) which may provoke hatred, contempt or ridicule for a person or group of people because of their actual or assumed race, religion, sexuality or gender identity or HIV/AIDS status.
- (c) Unlawful acts of vilification may be expressed by:
 - (i) graffiti, posters or stickers;
 - (ii) public speeches, published articles or statements;
 - (iii) public verbal or visual abuse;
 - (iv) badges or clothing with slogans;
 - (v) internet sites (including social media such as Facebook, Twitter or LinkedIn); and
 - (vi) destruction of property.

11. Responsibilities

11.1 It is the responsibility of all BJCC Participants to:

- (a) promote a culture that is safe and inclusive for all people;
- (b) not engage, or be involved, in any unlawful conduct towards another person;
- (c) report any unlawful conduct that they experience or witness occurring towards others in accordance with the complaint resolution procedure in this policy;
- (d) not make a false, frivolous or vexatious complaint or witness statement in bad faith;
- (e) co-operate in any complaint investigations; and
- (f) maintain confidentiality if they are involved in the complaint resolution procedure.

12. Confidentiality

The BJCC will endeavour to maintain confidentiality, so far as is reasonably practicable, when dealing with complaints under this Policy.

The Complainant(s), Respondent(s) and any witnesses who are involved in the complaint resolution procedure are required to ensure confidentiality of the process. This includes not talking about the complaint directly or indirectly with another other person. Such behaviour is unacceptable and may result in disciplinary action up to and including termination of membership in accordance with the Association Rules and/or prohibited from engagement with or attendance at any BJCC event in the future. This does not prohibit the seeking of legal advice, or reporting of matters to authorities

13. Breach of Policy

All workplace participants are required to comply with this Policy at all times. If an employee breaches this Policy, they may be subject to disciplinary action in accordance with our Disciplinary Procedure up to and including termination of employment. If a contractor breaches this Policy, they

may have their contracts with SBDH/LBPCH terminated or not renewed. Visitors may be asked to leave the premises and/or not return for a period of time.

14. Changes to Policy

The BJCC may amend this Policy from time to time in accordance with legislative changes and association requirements. BJCC Participants will be informed of any changes that are made.

Appendix C: Complaints Procedure

- 14.1 All BJCC Participants are entitled to lodge a complaint about unlawful conduct in accordance with the informal or formal procedures outlined below. If they require additional support and guidance, they are encouraged to contact the President, Secretary or Treasurer.
- 14.2 Informal complaint procedure
- (a) Where appropriate, the complainant is encouraged to raise, and attempt to resolve, their complaint directly with the other person on an informal basis. This usually involves telling the other person the unreasonable behaviour is not welcome and asking for it to stop.
 - (b) This is not a compulsory step and the BJCC acknowledges that this avenue of resolution is not always appropriate and depends on the individual circumstances of the complaint.
 - (c) If an individual does not feel safe or confident with approaching the other person they can seek the assistance of the President, Secretary or Treasurer, or other support person. Anyone asked to act on behalf of an individual should use a confidential and non-confrontational approach.
- 14.3 Formal complaint procedure
- (a) If the informal procedure is unsuccessful, or inappropriate in the circumstances, the complainant may make a formal complaint in writing to the President, Secretary or Treasurer. The BJCC may also instigate the formal complaint procedure, irrespective of whether a formal complaint has been made.
 - (b) The formal complaint procedure will generally involve the following steps:
 - (i) the complainant(s) will be interviewed to determine the details of their allegations (including a description of what occurred, dates, names of witnesses etc) and to determine the outcome that they are seeking to achieve;
 - (ii) the respondent(s) will be interviewed to seek their response to each of the allegations that have been made by the complainant(s);
 - (iii) any relevant witnesses will be interviewed to verify the facts relating to the complaint and then conduct secondary interviews with the complainant(s) and/or respondent(s) if necessary;

- (iv) the evidence will be assessed to determine whether there is sufficient evidence to substantiate the allegations that have been made by the complainant(s) and will then make findings of fact;
- (v) at the conclusion of the investigation, the person who is responsible for making a decision in relation to the complaint will review the findings before deciding what action, if any, should be taken; and
- (vi) once a decision has been made (after full consideration of all evidence) the actions (if any) to be taken will be communicated to the complainant(s) and respondent(s) as soon as possible. Privacy considerations will also be taken into account.
- (vii) Possible actions will depend on the nature of the complaint but may include:

(A) Substantiated Complaint

If the complaint is **substantiated**:

- (I) mediation or a facilitated discussion between the parties,
- (II) the respondent(s) making an apology,
- (III) undertaking not to engage in certain conduct or behaviour in future,
- (IV) being subject to disciplinary action (up to and including termination of membership in accordance with the Association Rules); or
- (V) other remedial action such as:
 - a. temporary or permanent ban from attending BJCC events;
 - b. and/or referring the matter to the police or other appropriate regulatory body; or

(B) Unsubstantiated Complaint

If the complaint is **unsubstantiated**:

- (I) no further action may be taken; or
- (II) if the complaint is found to be false, frivolous or vexatious, the complainant(s) may be subject to disciplinary or other remedial action.

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