



# HANG GLIDING FEDERATION OF AUSTRALIA

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13 November 2003

ATTN: Steve Maidment  
Wollongong City Council

## RE: Stanwell Park - Complaint Procedures

Dear Steve,

Thank you for the opportunity to visit and discuss ongoing development of the Stanwell Park Hang Gliding site at Bald Hill. In the following I set out the recommended course of action for complaint procedures regarding issues of non-compliance with requirements of the Stanwell Park Hang Gliding Club, general operating requirements for Hang and Paragliders per the Civil Aviation Orders 95.8, Civil Aviation Act and the HGFA's own Operations Manual.

I understand that the Stanwell Park Hang Gliding Club is implementing procedures for non-compliance with general site rules, to the extent that each pilot may be given two (2) verbal warnings and a final written warning, for discrepancies of a minor nature before further disciplinary action is taken.

The HGFA has a disciplinary process (HGFA Operations Manual 7.2) which is activated upon receipt of a complaint by the General Manager of the HGFA for breach of a number of rules, regulations and requirements. Where the complaint is of a minor nature and is being made regarding a HGFA and/or Stanwell Park Club member; then the procedures developed by the Club should be adhered to.

Where the complaint relates to a serious infringement or dangerous conduct and a Club appointed representative is unavailable or in matters where compliance issues enforced by the Council have not been adhered to, the following procedures are recommended:

1. Record any available details of the incident including Pilot details, Glider and flying harness details as well as weather conditions.
2. Prepare a complaint setting out the nature of the allegations, including witness statements and details.
3. Forward this complaint direct to the General Manager of the HGFA so that disciplinary action may be taken.
4. Where the complaint relates to a Pilot who does not hold current HGFA membership the previous should also occur immediately; and
5. Per 4. In the event that the pilot will not provide any details it is recommended that the local Police are called to obtain these details as failure to maintain current HGFA membership means the pilot is uncertified and may not act as a pilot in command of any Hang Glider or Paraglider Per CAO 95.8 Para 4.1. This is a criminal offence (Civil Aviation Act 7A) and Police have full authority to demand details if they reasonably suspect such an offence has been committed, is being committed, or may be committed.
6. Per 4. On receipt of a complaint from Council officers or Police by the General Manager of the HGFA that an offence has occurred in regards to 4 the Civil Aviation Safety Authority will be advised and criminal charges shall be sought against the pilot.

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If you require any further information or assistance please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Damien Gates', with a large, stylized flourish extending upwards and to the right.

Damien Gates  
General Manager  
Hang Gliding Federation of Australia

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