

## COMPLAINTS FLOWCHART

If you need information, advice, to make a complaint or to raise a concern in relation to inappropriate behaviour in sport (such as harassment, discrimination or abuse), this chart may assist in working out who to contact. Start at the level (club, state/territory or national) that the incident occurred.

## **CLUB / LOCAL LEVEL ISSUE Possible first options** • Member Protection Information Officer • Refer to your Member Protection Policy President of Club Manager of team Other options • Play by the Rules website (www.playbytherules.net.au) • Alternative Dispute Resolution organisation • Your state/territory sports organisation State/territory Equal Opportunity Commission • State/territory Department of Sport and Recreation If issue relates to a person under 18 years of age contact Child Protection Agency If issue relates to a criminal offence contact Local or state/territory Police If unsuccessful, unsatisfied or not resolved

## STATE/TERRITORY LOCAL LEVEL ISSUE If not previously contacted, possible first options • Member Protection Information Officer • Refer to your Member Protection Policy President, General Manager or other state/ territory Association Executive Member Manager of team If not previously contacted, possible options Your national governing body Play by the Rules website (www. playbytherules.net.au) • Alternative Dispute Resolution organisation State/territory Equal Opportunity Commission State/territory Department of Sport and Recreation If issue relates to a person under 18 years of age contact Child Protection Agency If issue relates to a criminal offence contact Local or state/territory Police

If unsuccessful, unsatisfied or not resolved

## **NATIONAL LEVEL ISSUE** If not previously contacted, possible first options • Member Protection Information Officer • Refer to your Member Protection Policy • President, General Manager or other national organisation executive member Manager of team Other options • Alternative Dispute Resolution organisation State/territory Equal Opportunity Commission and/or Human Rights Commission Lawyer (legal advice) If issue relates to a person under 18 years of age contact Relevant state/territory Child Protection Agency If issue relates to a criminal offence contact • Relevant State/Territory Police If unsuccessful, unsatisfied or not resolved

Court of Arbitration for Sport (Oceania Registry)

Additional options

ANZSLA