

Surf Life Saving Australia Policy

Name:	REPORTING AND COMPLAINTS GUIDELINE
Issued:	October 2016

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REPORT AND COMPLAINTS GUIDELINES

1.0 INTRODUCTION

SLSA and Surf Life Saving (SLS) Entities strive to provide the best possible delivery of their SLS activities, programs, services and events. SLS Entities recognise that from time-to-time, issues may arise that require assistance or support to resolve.

Everyone involved in SLS is encouraged to voice concerns that they may have at any point regarding the safety, health, welfare, behaviour or conduct of Members, associated persons or organisations.

This Member Protection Complaints Procedure seeks to provide advice and guidance:

- (a) in addressing a disclosure, incident, observation or complaint, whether they relate to Children and Young People (CYP), Members, Participants or Persons in Positions of Authority (PPA); and
- (b) to potential Complainants and Members and PPA when dealing with a report or complaints.

2.0 COMMITMENT

All SLS Entities are committed to:

- addressing any legitimate report or complaint brought to its attention regarding the welfare, health and safety of all CYP, Members, PPA and/or Participants in SLS;
- dealing with all reports and complaints in a fair, timely and transparent manner, as appropriate;
- escalating a report or complaint as appropriate to ensure that appropriate PPA and Senior Persons are involved;
- considering the reasonable wishes of the complainant(s);
- providing communication on a regular basis as to the progress of the report or Complaint;
- clearly explaining the next steps and options to all parties involved in the Complaint at every step;
- maintaining appropriate confidentiality regarding Complaints, subject always to legal requirements regarding disclosure or if disclosure is necessary to deal with the Complaint;
- reporting any serious issues involving CYP to relevant authorities, in accordance with relevant State and Territory legislation;
- ensuring that the principles of natural justice and procedural fairness are followed when dealing with Complaints; and
- maintaining appropriate records of Complaints in a safe and confidential manner.

3.0 PRINCIPLES

These Guidelines follow the principles set out below. If there is any uncertainty regarding how to deal with a Report or Complaint, please consider these principles in taking an appropriate course of action:

- a) all matters involving one or more of Child Abuse or Serious Criminal Conduct should immediately be referred to SLSA and/or the relevant State Centre and Police or the appropriate external agencies by Members, Participants and/or Persons in Positions of Authority. Such incidents are Case 1 Incidents – refer Table A;
- b) with the exception of Case 1 Incidents, where possible, Complaints should be dealt with as soon as practical after they become known and at Club or Branch level to minimise:
 - harm to CYP;
 - distress to complainants and those against whom allegations are made; and
 - time taken by SLS Entities to resolve Complaints;
- c) always involve appropriately skilled PPA to work through a Report or Complaint consistently with mandatory reporting requirements;

- d) PPA should consult other PPA at a more senior level than them when resolving contentious Reports or Complaints;
- e) If there is uncertainty as to how to deal with a Report or Complaint, always discuss that Report or Complaint with your Club, Branch, State Centre or SLSA, as appropriate; and
- f) Use the tools and templates provided in this Policy to record actions when resolving Reports or Complaints and keep these records private and confidential.

4.0 RECORD KEEPING AND SHARING

All SLS Entities must keep records of all Complaints in keeping with the templates in Attachment B for a minimum of 3 years. For all Case 1 Reports, records must be maintained for a minimum of 7 years as per Attachment A.

Records must be maintained in a secure and confidential place – preferably both in electronic and hard copy (if any) versions. All Clubs, Branches and State Centres must share records with SLSA and provide those records upon request. All SLS Entities (Clubs, Branches, State Centres and SLSA) must keep a register of Reports and Complaints that is updated quarterly at a minimum. The register must be in the form set out in Attachment A and B.

5.0 REPORTS REGARDING CYP

Reports regarding the safety, health or wellbeing of CYP will be treated by SLSA and/or the relevant State Centre as a high priority. This is because CYP are more vulnerable and need to be safeguarded and protected by all.

Where a disclosure, observation or incident arises regarding CYP in SLS, it may be necessary for SLSA and/or the relevant State Centre and their respective PPA to take very particular steps, such as reporting incidents to authorities. For that reason, Reports regarding CYP should be addressed in accordance with Appendix C of the Member Protection Policy.

6.0 WHO CAN MAKE A REPORT OR COMPLAINT?

Report or Complaints may be made by:

- Members of SLSA;
- (non-Member) SLS participants;
- PPA;
- other organisations; or
- any person in the general community who has concerns about a person or their behaviour or conduct in SLS.

7.0 WHAT CAN REPORT OR COMPLAINTS BE ABOUT?

Report or Complaints may be about an act, behaviour, observation, incident, conduct, omission, situation or decision that is in breach of SLSA's MPP. It may be about:

- a CYP or an adult;
- a group or organisation;
- a single incident or a series of incidents;
- a seemingly minor issue or a very serious issue, such as Harm to a CYP;
- a breach of SLS' Child Protection Commitment Statement (CPCS); or
- a breach by a Member or PPA of the Code(s) of Conduct (Codes).

8.0 COMPLAINTS FROM OTHER ORGANISATIONS

SLSA will work collaboratively, respectfully and ethically with all other sporting, community service and business organisations in respect to any Complaints made in regard to SLS or any SLS Entity or Member.

9.0 INITIAL STAGES OF A REPORT OR COMPLAINT

Any incident, disclosure or observation relating to Child Abuse must be lodged as a report not a formal complaint. All other incidents must be lodged under the formal complaints procedure.

Most Complaints should be dealt with initially at Club or Branch level. There may however be some situations in which it is more appropriate to raise a Report or Complaint initially with the relevant State Centre first rather than at Club or Branch level. For example, if there is a Complaint regarding a Club decision or action or an incident at a State event that may be regarded as a possible breach of the SLSA MPP.

To ensure that Report or Complaint is dealt with by the appropriate SLS Entity and that there is an available escalation process if necessary, Report or Complaints should be dealt with by the organisations listed at Table A.

State Centres and/or SLSA may also, at their discretion, refer a Report or Complaint received back to Club or Branch level, should that be appropriate. A Report or Complaint may also be dismissed if they are considered vexatious or unsubstantiated. Every Report and Complaint will be treated on its own facts and circumstances and therefore may be treated differently.

Table A - Incident Categorisation

Case	Incident/Allegation Type	Initial Contact/Referral
Case 1	<ul style="list-style-type: none"> All Child Abuse matters and allegations Sexual Misconduct or Serious Criminal Conduct Escalation point for Case 2 Incidents Case 1 Appeals 	SLSA and/or State Centre
Case 2	<ul style="list-style-type: none"> State-related complaints or inter-club matters not involving Child Abuse Escalation point for Case 3 Incidents 	State Centre
Case 3	General complaints including bullying, harassment, dissatisfaction with decisions or interactions not involving Child Abuse	Club or Branch

Note – for Case 1 Incidents, SLSA or relevant State Centre may take Provisional Action

PART A – CASE 1 REPORTS – SUMMARY OF STEPS TO RESOLVE REPORT

The steps that can be taken to resolve a report when a Member, Participant or PPA of Authority has concerns about a breach of the SLSA MPP are listed below.

Case 1 Reports

Making a Report

Step 1 - Complainant tells a PPA about their Report.

Step 2 - PPA talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person.

If immediate threat of harm or mandatory reporting scenario, PPA and/or Senior Person report to police and/or external agency.

Step 3 - Senior Person documents Report using relevant Templates in Appendix G.

If the incident has not already been reported to Police and/or external agency, Senior Person reports incident

Step 4 - Senior Person reports incident, observation or disclosure to relevant State Centre and/or SLSA.

Step 5 - State Centre and/or SLSA reports to relevant external authority.

Investigating Report

Step 6 - State Centre and/or SLSA conducts internal investigation of the Report unless otherwise requested by external agency.

Provisional Action taken if required

Step 7 - SLSA and/or State Centre determines whether to delegate the Report to a Delegated Organisation.

Step 8 - (IF RELEVANT) Delegated Organisation conducts internal investigation of the Report.

Provisional Action taken if required

Step 9 - (IF RELEVANT) Provisional Action taken (if required and not already taken).

Determining Report

Step 10 - Involved Organisation evaluates next steps and determines whether to:

- (a) make decision and impose disciplinary measures; or
- (b) refer the report to Independent Investigation; or
- (c) refer the report to Hearing Tribunal; or
- (d) dismiss and close the report.

Relevant process selected by the Involved Organisation is undertaken.

Step 11 - Decision made and disciplinary measures (if required) imposed as a result of the chosen Step 10 process.

Step 12 - Appeal (if available, allowable and/or deemed valid) may be lodged in relation to decision. Subsequently the appeal is heard, (if relevant) new decision made and (if relevant) new disciplinary measures (if required) imposed.

Step 13 - Record of Report finalised. SLSA and/or State Centre and Involved Organisation notified of outcome of the Report. Report closed.

PART B – GUIDELINES FOR EACH STEP – CASE 1 REPORTS

Step 1 - Complainant tells PPA

If any person involved in SLS has legitimate concerns about a breach of the SLSA MPP, they are encouraged to seek out a PPA to tell them about their concerns. This may be a coach, official, volunteer or employee of a Club, Branch, State Centre or SLSA. Wherever possible, please provide to that person details about:

- a) who was involved (alleged perpetrator & victim, as well as witnesses, including any known contact details);
- b) if CYP were involved, the details of the CYP's age and parent/guardian details;
- c) what was observed or heard;
- d) when the concerning incident, behaviour or conduct occurred and when it was observed;
- e) where the concerning incident, behaviour or conduct occurred;
- f) why the incident (i.e., injuries, others at risk of harm) is of concern and what are its potential impacts; and
- g) if known, what outcomes are sought?

Refer to the Case 1 Report Record template in Attachment A to assist.

To help documenting a report, think of this initial guidance as the “who, what, when, where, why, what next?” This is also helpful for those who are responding to the Report.

Depending on the nature of the Report, once the initial contact is made and it is known what the Complainant would like to occur next, there are two options:

- h) talk to a PPA who can guide you/the Complainant as to next steps; and/or
- i) depending on the nature and seriousness of the Report, formalise the Report to your Club, Branch, State Centre or SLSA, as appropriate, based on the incident categorisation.

Step 2 - PPA talks to Complainant

Regardless of whether you are a Member, Participant or a PPA, all Complaints should be treated seriously and without judgment. Everyone has a role to play to ensure that appropriate steps are taken and in a sensitive and non-judgmental way.

There are certain circumstances that make it inappropriate for a particular PPA to speak to a Complainant about a Report, irrespective of whether the Complainant specifically informed that PPA of their Report. In the following circumstances, it may be appropriate for another PPA, or a Senior Person, to talk to the Complainant once a Report is lodged:

- a) where the PPA has had personal involvement in the circumstances giving rise to the Report;
- b) where the Complainant does not wish to discuss the Report further with that particular PPA;
- c) where there is a significant (actual or perceived) power imbalance between the PPA and the Complainant; or
- d) where the PPA shares another relationship with the Complainant outside the SLS context, including immediate or extended family members.

Where any of the circumstances in (a) - (d) above arise, it may be appropriate for a different PPA to talk with the Complainant, **unless the Complainant specifically requests, or will only speak to, that particular PPA.**

Where a PPA or Senior Person is talking to a Complainant about a Report, remember to:

- e) talk to the Complainant calmly and without judgment or opinion;
- f) ensure that the conversation is occurring in a private and safe environment;
- g) ask non-leading questions to establish what the Complainant's concerns are. This can be in

the form of the questions set out at Step 1 [(a)-(g) – who, what when, where, why, what next?];

- h) if appropriate (for example, the issue is minor, easily resolved and no person is in danger) take steps to resolve the Report at that time;
- i) if the person receiving details of the Report is not a SLS employee, official or coach and the Report is not easily resolved, seek out a SLS employee, official or coach and tell them what you and/or the Complainant know about the Report; and
- j) take notes or record the details regarding the Report.

Depending on the nature of the Report being made regarding a CYP (or CYPs), certain steps must be taken. These steps should be taken immediately or within 24 hours of becoming aware of a Report where a CYP is at risk of potential or future Harm.

The initial response is crucial to the well-being of the CYP. It is important for the person receiving the information to:

- k) listen to, be supportive and do not dispute what the Complainant says;
- l) reassure the CYP and let them know that what has occurred is not their fault;
- m) ensure that the CYP is safe;
- n) remain calm and do not express shock, panic or disbelief;
- o) be honest and explain that other people may need to be told in order to stop what is happening;
- p) ensure that what the CYP says is quite clear but do not elicit detailed information about the Abuse. Use objective, non-leading and non-suggestive questions that don't put words into the CYP's mouth as much as possible; and
- q) make written notes during or as soon as possible after the discussion.

In all circumstances where PPA are aware of information about any Report concerning Abuse of a CYP, they will not discuss it with anyone other than their relevant Senior People. They may be required to discuss their allegations with Police as directed.

Once details of the Report have been established the relevant PPA must:

- r) discuss their concerns with their immediate Senior Person or another Senior Person who is available; and
- s) collaborate with the Senior Person to develop a plan that aims to address the concerns regarding the particular CYP.

No discussion should occur with the CYP's parents/carers or other family member/s until the plan has been developed and authorised by the Senior Person.

Step 3 - Senior Person documents using Templates

Once a an observation, disclosure or incident is reported to a Senior Person under Step 2, the Senior Person must:

- a) ensure that all relevant information is recorded regarding the Report (see Attachment A) and in relation to the outcomes of decision-making; and
- b) ensure that all allegations of Sexual Abuse of a CYP are reported to police (see Mandatory Reporting).

When completing the Recording Template, the Senior Person should include as much information as possible in response to the specific questions at Steps 1(a) - (g) above. The inclusion of as much information as possible in the Recording Template makes it easier for the relevant SLS Entity or Delegated Organisation to investigate and action the Report.

Recording Templates for Case 1 Reports must be retained in a safe and secure location for 7 years after the incident, to ensure a copy is available for the duration of relevant limitations of liability period under the law.

Refer to Section 4.0 **Error! Reference source not found.** for more information regarding record-keeping.

Step 4 - Senior Person reports to SLSA and/or relevant State Centre

Once a Report is documented by the Senior Person, the Senior Person must report the incident to SLSA and/or the relevant State Centre. In reporting the incident, the Senior Person must provide the following information:

- a) the Recording Template in full;
- b) any materials lodged by the Complainant in relation to the Report;
- c) any transcripts or notes taken by the PPA or Senior Person when dealing with the Complainant;
- d) the record of any communications between representatives of the Involved Organisation and the Complainant in relation to the Report; and
- e) any other information requested by SLSA and/or the relevant State Centre.

The Senior Person must report a Case 1 Report to the **CEO** of SLSA and/or the relevant State / Territory Centre CEO.

Mandatory reporting

There are certain circumstances where individuals will be legally required to report an observation, disclosure or incident that they receive to the relevant external authority.

'Mandatory reporting' refers to legislative requirements imposed on specific classes of persons to report suspected cases of Child Abuse and Neglect to government authorities. Mandatory reporting laws exist in each State and Territory of Australia.

Child Protection Concerns are defined as including:

- a) disclosures of actual harm, abuse or exploitation of a child;
- b) the potential risk of harm, abuse or exploitation of a child; or
- c) breaches of the protection policies or Code of Conduct by staff (as relevant) or volunteers.

The 'state of mind' requirement and 'extent of harm' requirements differ between each jurisdiction in Australia, however generally involve a specified class of person reasonably believing that a CYP is at risk of significant detriment caused by Child Abuse. The specified class of persons generally include teachers, registered health practitioners, police and welfare-related officers. However mandatory reporting laws are much broader in certain jurisdictions, including in the Northern Territory where they apply to all adults.

You do not have to provide that the Abuse or breach of the relevant Code of Conduct is happening. It is not the PPA's job to investigate Child Abuse. The relevant PPA, Senior Person or Investigation Officer must report a Child Protection Concern if they form a reasonable belief that it is occurring or is at risk of occurring. A reasonable belief is defined as an inclination to believe something rather than not believe something. Such a person should trust their judgement, and never ignore their concerns.

The persons referred to above **must** notify a Senior Person of any Child Protection Concerns.

Depending on:

- d) the jurisdiction within which the PPA to which a Report is lodged is located;
- e) the employment of the PPA to which a Report is lodged; and
- f) the specific allegations contained within a Case 1 Report.

Certain PPA and/or Senior Persons dealing with a Case 1 Report may also be required by law to mandatorily report the incident to an external authority.

The following individuals are likely to be required to mandatorily report a Case 1 Report involving Child Abuse to the relevant external authority under the mandatory reporting laws:

- g) any person over the age of 18 in the Northern Territory;
- h) any employee or volunteer of an Involved Organisation that assists in the provision of SLS - related services in South Australia;

- i) any person who holds a reasonable belief that a CYP in Victoria has been sexually abused; and
- j) any volunteer who in their fulltime employment falls within a class of employee that is a mandatory reporter in that jurisdiction.

To determine whether any specific PPA, Senior Person or Investigation Officer falls under mandatory reporting laws, please refer to the Australian Government's *Child, Family, Community Australia* website below, which provides an outline of who must report, and in what circumstances they must report, in each jurisdiction.

<https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect>

IMPORTANT NOTE: If an individual receives a Case 1 Report and is classified as a mandatory reporter in their relevant jurisdiction, and holds the relevant belief regarding the risk of harm to the CYP, the individual is **personally legally responsible** for reporting their belief to the relevant external authority. If any individual within this Policy requires assistance in determining whether they should report a Case 1 Report, they should immediately speak to a Senior Person.

Contact the government department in the relevant State or Territory to find out about relevant mandatory reporting legislation in the jurisdiction as per below.

<p>Australian Capital Territory: Office for Children, Youth and Families http://www.communityservices.act.gov.au/ocyfs/reporting-child-abuse-and-neglect</p>	<p>South Australia: Department for Families and Communities http://www.families.sa.gov.au/pages/protectingchildren/ReportingChildAbuse</p>
<p>New South Wales: Department of Family and Community Services http://www.community.nsw.gov.au/preventing-child-abuse-and-neglect/reporting-suspected-abuse-or-neglect</p>	<p>Tasmania: Department of Health & Human Services http://www.dhhs.tas.gov.au/children/child_protection_services</p>
<p>Northern Territory: Office of Children and Families https://nt.gov.au/emergency/child-safety/protect-your-child-from-sexual-abuse/introduction</p>	<p>Victoria: Department of Human Services http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/child-protection</p>
<p>Queensland: Department of Communities, Child Safety and Disability http://www.communities.qld.gov.au/childsafety/protecting-children/reporting-child-abuse</p>	<p>Western Australia: Department for Child Protection http://mandatoryreporting.dcp.wa.gov.au/Pages/Home.aspx</p>

Step 5 - SLS reports to relevant external authority

Once a disclosure, observation or incident is reported to SLSA and/or the relevant State Centre under Step 4, the relevant Senior Person within SLSA or that State Centre that is dealing with the Report must:

- a) determine whether or not the concerns should be reported to the relevant child protection authority or police. If the PPA strongly disagrees with a decision not to report, he/she maintains the right to report the matter to the relevant child protection authority or police. In this event, it is expected that the report will occur jointly with the Senior Person. See Mandatory Reporting for further information;
- b) if a report is made to the relevant child protection authority or the police, determine who,

when and what will be communicated to the relevant child protection authority or police.

- c) in conjunction with the PPA, determine whether or not the decision to notify the relevant protection authority is communicated to the CYP's parents/carers. As a principle, parents/carers of CYP will be informed of and be involved in the process of the decision to make a notification to the relevant child protection authority unless doing so jeopardises the CYP's safety or the safety of any other person;
- d) if a report is not made to the relevant child protection authority, SLSA or the State Centre will develop and document a plan that will offer an appropriate range of support to the Child and their family to address the concerns;
- e) establish a plan to offer support and counselling as required to the CYP who has been allegedly assaulted and his/her family, where appropriate;
- f) establish a plan to offer support and debriefing to other relevant PPA about the incident as soon as practicable;
- g) once informed of the allegations, provide the alleged perpetrator with access to counselling and support as organised by the relevant Senior People, as appropriate;
- h) set a review date to evaluate any changes arising from the support offered to the family of the CYP. At any stage, additional concerns about the CYP will be addressed. The Senior Person may escalate the extent of intervention provided to the Child or Young Person and family if the concerns for the CYP's safety increase; and
- i) no communication will take place with the alleged perpetrator against whom the allegations have been made. Police will determine the procedure for communicating with the CYP, their parents or carers and the PPA against whom the allegations have been made.

All PPA who are aware of this information will not discuss it with anyone other than their relevant Senior Person. They may be required to discuss their allegations with police as legally required.

Steps 6 & 8- SLSA, State Centre or Delegated Organisation conduct internal investigation

Natural Justice requires that each person that is a party to the Report is informed about the allegations and has an opportunity to respond to them.

When investigating a Report, the Investigation Officer within SLSA, the relevant State Centre or other Delegated Organisation should:

- a) connect with the Complainant(s) on behalf of the appropriate Involved Organisation responding to and investigating the Report;
- b) connect with the Respondent(s) against whom the allegation refers at an appropriate time and give the Respondent an opportunity to:
 - i. hear the allegation(s) against him/her/it in full;
 - ii. explain or respond to the allegation(s), either orally, in writing or both;
 - iii. identify any witnesses and supporting evidence in favour of the Respondent;
 - iv. invite a support person or advisor, who must not be qualified as a lawyer or barrister, to attend any meeting with the person investigating; and
 - v. be provided support (for example, professional counselling) if necessary;
- c) obtain a signed statement and record of interview from the Respondent;
- d) make contact with any witnesses and obtain written and signed statements outlining details of the allegation (what happened, when, how); and
- e) obtain other information that could assist in making a decision on the allegation.

If the alleged offender is an employee, participant, coach or official within SLS, the Investigation Officer will:

- f) convene separate meetings with the parties (as appropriate) and discuss the outcomes of the investigation; and
- g) determine and implement a plan for managing feedback and counselling to the parties as appropriate.

If the parent/carer is not satisfied with the outcome of the investigation, the parent/carer can request the Involved Organisation to re-open the matter or raise their concerns with SLSA or the relevant State Centre.

Step 7 - SLSA may delegate to a Delegated Organisation

Under this Policy, SLSA retains the right at its absolute discretion to delegate the handling of a Report to a Delegated Organisation.

When considering whether to delegate a Report, SLSA may consider the following:

- a) the seriousness of the allegations contained in the Report;
- b) who the relevant Involved Organisation is; and
- c) whether SLSA is the best organisation to handle the Report.

Step 8 - Provisional Action (if required)

Provisional Action is defined as action that may be taken by SLSA, a State Centre or a Delegated Organisation (in relation to Case 1 Reports).

Provisional Action is action taken against a Respondent to Case 1 Reports where the alleged incident is serious enough to warrant such action being taken until the outcome(s) of the internal investigation, Independent Investigation or Hearing Tribunal is known.

Provisional Action may include, but is not limited to:

- a) suspension, restriction of duties or temporary re-deployment; or
- b) suspension or restriction of rights, privileges and benefits.

In all circumstances in which Case 1 Reports are reported to SLSA, the relevant State Centre or any relevant external authorities, SLSA reserves the right in its sole discretion to recommend that the activities undertaken by the Respondent are revised and amended as necessary to minimise risk.

Involved Organisations should be mindful of any contractual or employment issues arising where the Involved Organisation is contemplating Provisional Action. For instance:

- c) the contract governing a service provider's obligations to an Involved Organisation; or
- d) an individual's employment contract with an Involved Organisation;

may have an impact on what type of Provisional Action may be legally taken by an Involved Organisation.

IMPORTANT NOTE: Where the livelihood of a Respondent to a Report is likely to be adversely impacted by any disciplinary measures imposed, including Provisional Action such as a suspension, special care must be taken before imposing any such Provisional Action. An Involved Organisation should seek legal advice prior to imposing Provisional Action in those circumstances.

Where a Respondent to a Case 1 Report is either an independent contractor providing services to an Involved Organisation, or an employee of an Involved Organisation, or has a livelihood that would likely be impacted by any disciplinary measures, it is strongly recommended that the Involved Organisation seeks legal advice prior to imposing any Provisional Action.

Step 9 - Evaluating Next Steps

After completing the internal investigation under Step 6, SLSA, a State Centre or a Delegated Organisation must determine what action is taken next, namely:

- a) dismissing and closing the Report where no further action is required, or no longer sought by the Complainant;

- b) making a decision and imposing disciplinary measures (if required) in response to the internal investigation of the Report (see Step 6 or 8);
- c) referring the Report to an Independent Investigation; or
- d) referring the Report to a Hearing Tribunal.

When evaluating which process to undertake in relation to any specific Report, the following table provides guidance as to when each process may be the most beneficial.

Table B - Processes for resolving Reports

Case	When to use
Involved Organisation makes decision	<ul style="list-style-type: none"> • Complainant and Respondent are both CYP • There is no dispute as to the facts • Report is at the minor end of the Case 1 Report scale
Independent Investigation	<ul style="list-style-type: none"> • There are major inconsistencies between each party's version of events • Involved Organisation has not been able to sufficiently establish what occurred through internal investigation • Complainant is not comfortable appearing in the same room as the Respondent at a Hearing Tribunal
Hearing Tribunal	<ul style="list-style-type: none"> • Respondent is an employee or independent contractor of the Involved Organisation • Respondent's livelihood will be impacted by any adverse finding or disciplinary measures • There are only minor inconsistencies between each party's version of events, or only a small number of facts are disputed

Step 10 - Report resolution procedure

The relevant procedure that must be followed for an Independent Investigation or Hearing Tribunal under this Policy are outlined at:

- a) SLSA MPP (Independent Investigations); and
- b) SLSA MPP (Hearing Tribunals).

SLSA, a State Centre or a Delegated Organisation may proceed straight to Step 11 after completing Step 6 (or 8 for a Delegated Organisation).

As outlined at "Evaluating Next Steps" above, it may be beneficial for the Involved Organisation to make a decision and impose disciplinary measures (if required) at the completion of Step 6/8 where:

- c) both the Complainant and Respondent are CYP;
- d) there is no dispute as to the facts of the Report; or
- e) the Report is at the minor end of the Case 1 Report scale.

Where an Involved Organisation decides to make a decision and impose disciplinary measures (if required) after the completion of Step 6/8, the following should have occurred to satisfy the requirements of Natural Justice:

- f) the Respondent was made aware of the specific allegations against him/her/it and the identity of the Complainant;
- g) the Respondent was provided the opportunity to respond to the specific allegations within the Report, either in writing or in person; and
- h) the Respondent was afforded the opportunity to have a support person, who must not be a

lawyer or barrister, present at any meeting or interview with a representative of the Involved Organisation.

The Respondent is also granted a right of appeal from any decision and disciplinary measures imposed by an Involved Organisation in response to a Report (see Step 12).

Step 11 - Decision and/or discipline

Under Appendix C Section 4.1.2 of the SLSA MPP, an Involved Organisation may impose a variety of disciplinary measures against a Respondent (whether an individual or organisation) who has breached the SLSA MPP.

The form of disciplinary measures to be imposed on an individual or organisation should depend on factors such as:

- a) the nature and seriousness of the behaviour or incidents;
- b) in a case where action is taken concurrently with or in lieu of a resolution of a Report, the wishes of the Complainant;
- c) if the Respondent knew or should have known that the behaviour was a breach of the MPP;
- d) level of contrition of the Respondent;
- e) the effect of the proposed disciplinary measures on the Respondent including any personal, professional or financial consequences;
- f) if there have been relevant prior warnings or disciplinary action; or
- g) if there are any mitigating circumstances such that the Respondent should not be disciplined at all or not disciplined so seriously.

Step 12 - Appeal

Please note an appeal may not be available. Please carefully consider the relevant section of the MPP and SLSA's disciplinary regulations.

Once a decision is made and disciplinary measures imposed (if required) in response to a Report, whether through the Involved Organisation itself, a disciplinary committee after considering an Independent Investigation or a Hearing Tribunal, a Respondent may be entitled to lodge an appeal.

If an appeal from such a decision is available it must be made in accordance with the procedures in the MPP and the SLSA Regulations.

Where an appeal is available and an appeal has been properly lodged, the Appellant (who may be the original Complainant or the original Respondent) is required to submit a Notice of Appeal to the CEO of the Involved Organisation which will hear the Appeal (see Table A).

The Chairperson of the Appeal Tribunal will consider whether the appeal is valid. The validity of an appeal is based on:

- a) whether the appeal refers to one or both of the grounds of appeal outlined in the Appeal Procedure; and
- b) there are sufficient grounds for the appeal to proceed.

The Appeal Tribunal is convened, held and makes its decision based on the Appeal Procedure in the MPP and the SLSA Regulations.

Step 13 - Record, notify and finalise

All SLS Entities must keep records of all Case 1 Reports for a minimum of 7 years.

Records must be maintained in a secure and confidential place – preferably both in electronic and hard copy (if any) versions.

State Centres and SLSA must keep a register of Reports that should be updated quarterly at a minimum. The register must be in the form set out at Attachment A.

When recording details at the finalisation of a Report, the Senior Person must:

- c) file all materials lodged by each party to the Report;
- d) document the decision made with respect to the Report;
- e) document any disciplinary measures arising out of the Report; and
- f) record any additional outcomes of the Report.

The relevant Involved Organisation must:

- g) where it is a Club or Branch, notify its State Centre; or
- h) where it is a State Centre, SLSA;

as soon as possible after the Report is resolved. The Involved Organisation must notify the appropriate person within the organisation outlined at (g) or (h) above.

PART F – SUMMARY OF STEPS TO RESOLVE COMPLAINTS – CASE 2 AND 3 COMPLAINTS

Case 2/3 Complaints

Reporting Complaint

- Step 1 -** Complainant tells a PPA about their Complaint.
- Step 2 -** PPA talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person.
- Step 3 -** Senior Person documents Complaint using relevant Templates.

Investigating Complaint

- Step 4 -** Involved Organisation conducts internal investigation of Complaint.
- Step 5 -** Provisional Action taken if required and deemed appropriate.

Determining Complaint

- Step 6 -** Involved Organisation evaluates next steps and determines whether to:
- (a) dismiss and close the Complaint;
 - (b) make decision and impose disciplinary measures;
 - (c) refer Complaint to Mediation;
 - (d) refer Complaint to Independent Investigation; or
 - (e) refer Complaint to Hearing Tribunal.

Relevant process selected by the Involved Organisation is undertaken.

- Step 7 -** Decision made and disciplinary measures (if required) imposed as a result of the relevant Step 6 process.
- Step 8 -** Appeal (if available and deemed valid) may be lodged in relation to decision. Subsequently if an appeal is available and has been lodged it will be heard.
- Step 9 -** Record of Complaint finalised. SLSA and Involved Organisation notified of outcome of Complaint. Complaint closed.

PART G – GUIDELINES FOR EACH STEP – CASE 2 AND 3 COMPLAINTS

Step 1 - Complainant tells PPA

If any person involved in SLS has concerns about a breach of the SLSA MPP, they are encouraged to seek out a PPA to tell them about their concerns. This may be a coach, official, volunteer or employee of a Club, Branch, State Centre or SLSA. Wherever possible, please provide to that person details about:

- a) who was involved (alleged perpetrator & victim, as well as witnesses, including any known contact details);
- b) if CYP were involved, the details of the CYP's age and parent/guardian details;
- c) what was observed or heard;
- d) when the concerning incident, behaviour or conduct was observed;
- e) where the concerning incident, behaviour or conduct occurred;
- f) why you are concerned and the impact of the incident (ie, injuries, others at risk of harm); and
- g) if known, what you would like to happen next and the outcome you are seeking.

Refer to the "Reporting a Complaint" template to assist at Attachment [insert].

To help remember, think of this initial guidance as the "who, what, when, where, why, what next?" This is also helpful for those who are responding to the Complaint.

Depending on the nature of the Complaint, once the initial contact is made and it is known what the Complainant would like to occur next, there are two options:

- h) talk to a Person in a Position of Authority who can guide you/the Complainant as to next steps; and/or
- i) depending on the nature and seriousness of the Complaint, formalise the Complaint to the relevant Club, Branch or State Centre, as appropriate, based on the incident categorisation (Table A at Section 9).

Step 2 - PPA talks to Complainant

Regardless of whether you are a Member, Participant or a PPA, it is critical that all Complaints are treated seriously and without judgment. Everyone has a role to play to ensure that appropriate steps are taken and in a sensitive and non-judgmental way.

There are certain circumstances that make it inappropriate for a particular PPA to speak to a Complainant about a Complaint, irrespective of whether the Complainant specifically informed that PPA of their Complaint. In the following circumstances, it may be appropriate for another PPA, or a Senior Person, to talk to the Complainant once a Complaint is lodged:

- a) where the PPA has had personal involvement in the circumstances giving rise to the Complaint;
- b) where the Complainant does not wish to discuss the Complaint further with that particular PPA;
- c) where there is a significant (actual or perceived) power imbalance between the PPA and the Complainant; or
- d) where the PPA shares another relationship with the Complainant outside the SLS context, including immediate or extended family members.

Where any of the circumstances in (a) - (d) above arise, it may be appropriate for a different PPA to talk to the Complainant, unless the Complainant specifically requests, or will only speak to, that particular PPA.

Where a PPA or Senior Person is talking to a Complainant about a Complaint, remember to:

- a) talk to the Complainant calmly and without judgment or opinion;
- b) ensure that your conversation is occurring in a private and safe environment;
- c) ask non-leading questions to establish what the Complainant's concerns are. This can be in the form of the questions set out at Step 1 [(a)-(g) – who, what when, where, why, what next?];
- d) if appropriate (for example, the issue is minor, easily resolved and no person is in danger) take steps to resolve the Complaint at that time;

- e) if the person receiving details of the Complaint is not an employee, official or coach of SLSA and the Complaint is not easily resolved, seek out a State Centre, Branch or Club employee, official or coach and tell them what you and/or the Complainant know about the Complaint; and
- f) take notes or record the details of what you find out regarding the Complaint.

Once the above steps have been taken, please read the guidance in the corresponding sections of this Policy.

Depending on the nature of the Complaint being made regarding a CYP (or CYPs), certain steps must be taken. It is crucial that these steps are taken immediately or within 24 hours of becoming aware of a Complaint where a CYP is at risk of potential or future Harm.

The initial response is crucial to the well-being of the CYP. It is important for the person receiving the information to:

- a) listen to, be supportive and do not dispute what the Complainant says;
- b) reassure the CYP and let them know that what has occurred is not the fault of the CYP;
- c) ensure that the CYP is safe;
- d) remain calm and do not express shock, panic or disbelief;
- e) be honest and explain that other people may need to be told in order to stop what is happening; and
- f) make written notes during or as soon as possible after the discussion.

In all circumstances where PPA are aware of information about any Complaint concerning Abuse of a CYP, they will not discuss it with anyone other than their relevant Senior People. They may be required to discuss their allegations with Police as directed

Once details of the Complaint have been established the relevant PPA:

- a) discuss their concerns with their immediate Senior Person or another Senior Person who is available; and
- b) collaborate with the Senior Person to develop a plan that aims to address the concerns regarding the particular CYP.

No discussion should occur with the CYP's parents/carers or other family member/s until the plan has been developed and authorised by the Senior Person.

Step 3 - Senior Person documents using Templates

Once a Complaint is reported to a Senior Person under Step 2, the Senior Person must ensure that all relevant information is recorded regarding the Complaint (see Attachment B – Case 2 & 3 Formal Complaints Record) and in relation to the outcomes of decision-making.

When completing the Recording Template, the Senior Person should include as much information as possible in response to the specific questions at Step 1(a) - (g) above. The inclusion of as much information as possible in the Recording Template makes it easier for the Involved Organisation to investigate and action the Complaint.

Recording Templates for Case 2 and 3 Complaints must be retained in a safe and secure location for at least 3 years after the incident, to ensure a copy is available for the duration of relevant limitations of liability period under the law. Refer to Section 4 for more information regarding record-keeping.

Step 4 - Involved Organisation conducts internal investigation

Natural Justice requires that each person that is a party to the Complaint is informed about the allegations and has an opportunity to respond to them.

When investigating a Complaint, the Investigation Officer within the Involved Organisation should:

- a) connect with the Complainant(s) on behalf of the appropriate Involved Organisation responding to and investigating the Complaint;
- b) connect with the Respondent(s) against whom the allegation refers at an appropriate time and give the Respondent an opportunity to:
 - i. hear the allegation(s) against him/her/it in full;
 - ii. explain or respond to the allegation(s), either orally, in writing or both;
 - iii. identify any witnesses and supporting evidence in favour of the Respondent;
 - iv. invite a support person or advisor, who must not be qualified as a lawyer or barrister, to attend any meeting with the person investigating; and
 - v. be provided support (for example, professional counselling) if necessary;

- c) obtain a signed statement and record of interview from the Respondent;
- d) make contact with any witnesses and obtain written and signed statements outlining details of the allegation (what happened, when, how); and
- e) obtain other information that could assist in making a decision on the allegation.

If the alleged perpetrator is an employee, participant, coach or official within SLS, the Investigation Officer will:

- f) convene separate meetings with the parties (as appropriate) and discuss the outcomes of the investigation; and
- g) determine and implement a plan for managing feedback and counselling to the parties as appropriate.

If the parent/carer is not satisfied with the outcome of the investigation, the parent/carer can request the Involved Organisation to re-open the matter or raise their concerns with the Board of Directors of the Involved Organisation.

Step 5 - Provisional Action (if required)

Provisional Action is defined as action that may be taken by an Involved Organisation (in relation to Case 2 or 3 Complaints).

Provisional Action is action taken against a Respondent to Case 2 or 3 Complaints where the alleged incident is serious enough to warrant such action being taken until the outcome(s) of the internal investigation, Independent Investigation or Hearing Tribunal is known.

Provisional Action may include, but is not limited to:

- h) suspension, restriction of duties or temporary re-deployment; or
- i) suspension or restriction of rights, privileges and benefits.

In all circumstances in which Case 2 or 3 Complaints are reported to an Involved Organisation or the relevant external authorities, SLSA and the Involved Organisation reserve the right in their sole discretion to recommend that the activities undertaken by the Respondent are revised and amended as necessary to minimise risk.

Subject always to the SLSA MPP Involved Organisations should be mindful of any contractual or employment issues arising where the Involved Organisation is contemplating Provisional Action. For instance:

- j) the contract governing a service provider's obligations to an Involved Organisation; or
- k) an individual's employment contract with an Involved Organisation, may have an impact on what type of Provisional Action may be legally taken by an Involved Organisation.

IMPORTANT NOTE: Where the livelihood of a Respondent to a Complaint is likely to be adversely impacted by any disciplinary measures imposed, including Provisional Action such as a suspension, special care must be taken before imposing any such Provisional Action. An Involved Organisation should seek legal advice prior to imposing Provisional Action in those circumstances.

Where a Respondent to a Case 2 or 3 Complaint is either an independent contractor providing services to an Involved Organisation, or an employee of an Involved Organisation, or has a livelihood that would likely be impacted by any disciplinary measures, it is strongly recommended that the Involved Organisation seeks legal advice prior to imposing any Provisional Action.

Evaluating Next Steps

After completing the internal investigation under Step 6, SLSA, the relevant State Centre or the Delegated Organisation must determine what action is taken next, namely:

- l) dismissing and closing the Complaint where no further action is required, or no longer sought by the Complainant;
- m) making a decision and imposing disciplinary measures (if required) in response to the internal investigation of the Complaint (see Step 6 or 8);
- n) referring the Complaint to an Independent Investigation; or
- o) referring the Complaint to a Hearing Tribunal.

When evaluating which process to undertake in relation to any specific Complaint, the following table provides guidance as to when each process may be the most beneficial.

Table C - Processes for resolving Complaints

Case	When to use
Mediation	<ul style="list-style-type: none"> • Both parties have had their chance to tell their version of events • PPA does not believe that any of the allegations warrant any form of disciplinary action • Mediation looks like it may work
Involved Organisation makes decision	<ul style="list-style-type: none"> • Complainant and Respondent are both CYP • There is no dispute as to the facts • Complaint is at the minor end of the Case 1 Complaint scale
Independent Investigation	<ul style="list-style-type: none"> • There are major inconsistencies between each party's version of events • Involved Organisation has not been able to sufficiently establish what occurred through internal investigation • Complainant is not comfortable appearing in the same room as the Respondent at a Hearing Tribunal
Hearing Tribunal	<ul style="list-style-type: none"> • Respondent is an employee or independent contractor of the Involved Organisation (subject to SLSA entities HR policies and procedures) • Respondent's livelihood will be impacted by any adverse finding or disciplinary measures • There are only minor inconsistencies between each party's version of events, or only a small number of facts are disputed

Step 6 - Complaint resolution procedure

The relevant procedure that must be followed for a Mediation, Independent Investigation or Hearing Tribunal under this Policy are outlined at:

- a) SLSA MPP (Independent Investigations);
- b) SLSA MPP (Hearing Tribunals); and
- c) Attachment D for Mediation.

The Involved Organisation may proceed straight to Step 6 after completing Step 4.

As outlined at "Evaluating Next Steps" above, it may be beneficial for the Involved Organisation to make a decision and impose disciplinary measures (if required) at the completion of Step 4 where:

- d) both the Complainant and Respondent are CYP;
- e) there is no dispute as to the facts of the Complaint; or
- f) the Complaint is at the minor end of the Case 2 or 3 Complaint scale.

Where an Involved Organisation decides to make a decision and impose disciplinary measures (if required) after the completion of Step 4, the following should have occurred to satisfy the requirements of Natural Justice:

- g) the Respondent was made aware of the specific allegations against him/her/it and the identity of the Complainant;
- h) the Respondent was provided the opportunity to respond to the specific allegations within the Complaint, either in writing or in person; and
- i) the Respondent was afforded the opportunity to have a support person, who must not be a lawyer or barrister, present at any meeting or interview with a representative of the Involved Organisation.

The Respondent may be granted a right of appeal from any decision and disciplinary measures imposed by an Involved Organisation in response to a Complaint (see Step 8).

Step 7 - Decision and/or discipline

Under Appendix C Section 4.1.2 of the SLSA MPP an Involved Organisation may impose a variety of disciplinary

measures against a Respondent (whether an individual or organisation) who has breached this Policy.

The form of disciplinary measures to be imposed on an individual or organisation should depend on factors such as:

- j) the nature and seriousness of the behaviour or incidents;
- k) in a case where action is taken concurrently with or in lieu of a resolution of a formal Complaint, the wishes of the Complainant;
- l) if the Respondent knew or should have known that the behaviour was a breach of the Policy;
- m) level of contrition of the Respondent;
- n) the effect of the proposed disciplinary measures on the Respondent including any personal, professional or financial consequences;
- o) if there have been relevant prior warnings or disciplinary action; or
- p) if there are any mitigating circumstances such that the Respondent should not be disciplined at all or not disciplined so seriously.

Step 8 – Appeal

Please note an appeal may not be available. Please carefully consider the relevant section of the MPP and SLSA's disciplinary regulations.

Once a decision is made and disciplinary measures imposed (if required) in response to a Complaint, whether through the Involved Organisation itself, a disciplinary committee after considering an Independent Investigation or a Hearing Tribunal, a Respondent may be entitled to lodge an appeal.

If an appeal from such a decision is available it must be made in accordance with the procedures in the MPP and the SLSA Regulations.

Where an appeal is available and an appeal has been properly lodged, the Appellant (who may be the original Complainant or the original Respondent) is required to submit a Notice of Appeal to the CEO of the Involved Organisation which will hear the Appeal (see Table A).

The Chairperson of the Appeal Tribunal will consider whether the appeal is valid. The validity of an appeal is based on:

- a) whether the appeal refers to one or both of the grounds of appeal outlined in the Appeal Procedure; and
- b) there are sufficient grounds for the appeal to proceed.

The Appeal Tribunal is convened, held and makes its decision based on the Appeal Procedure in the MPP and the SLSA Regulations.

Step 9 - Record, notify and finalise

All SLS Entities must keep records of all Case 2 or 3 Complaints in keeping with the templates in the SLSA MPP for a minimum of 3 years.

Records must be maintained in a secure and confidential place – preferably both in electronic and hard copy (if any) versions.

State Centres and SLSA must keep a register of Complaints that should be updated quarterly at a minimum. The register must be in the form set out at Attachment B.

When recording details at the finalisation of a Complaint, the Senior Person must:

- a) file all materials lodged by each party to the Complaint;
- b) document the decision made with respect to the Complaint;
- c) document any disciplinary measures arising out of the Complaint; and
- d) record any additional outcomes of the Complaint.

The relevant Involved Organisation must:

- e) where it is a Club or Branch, notify its State Centre; or
- f) where it is a State Centre, SLSA;

as soon as possible after the Complaint is resolved. The Involved Organisation must notify the appropriate person within the organisation outlined at (e) or (f) above, as notified to the Involved Organisation from time to time.

ATTACHMENT A: CASE 1 REPORT RECORD

CONFIDENTIAL

CASE 1 REPORTING RECORD

This report should be completed if there is a legitimate concern about a breach of the SLSA Member Protection Policy in relation but not limited to a disclosure, incident or observation of:

- Child Abuse
- Sexual Misconduct
- Serious Criminal Conduct

Should the report not involve one of the above, please complete the Case 2 and 3 Complaints Template

Complainant's Name: <i>(if other than Child)</i>		Date:	
Complainant's Age:			
Complainant's Club:			
Date formal Report received:			
CHILD'S DETAILS			
Full name:			
Address:			
Date of Birth:		Sex:	
Age at time of alleged offence:			
Parent / Guardian Name:			
Parent / Guardian Address:			
Parent / Guardian Mobile:			
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)			
Date of alleged abuse:			
Location/event of alleged abuse:			
NAME OF PERSON COMPLAINED ABOUT			
Full Name:			
Date of Birth:		Sex:	
Age at time of alleged offence:			
Role/status in SLS:	<input type="checkbox"/> Administrator (volunteer)	<input type="checkbox"/> Parent	
	<input type="checkbox"/> Athlete	<input type="checkbox"/> Spectator	
	<input type="checkbox"/> Coach/Assistant Coach	<input type="checkbox"/> Support Personnel	
	<input type="checkbox"/> Employee (paid)	<input type="checkbox"/> Official	
	<input type="checkbox"/> Other:		
WITNESSES (if more than 3 witnesses attach details to this form)			
WITNESS 1	Full Name:		
	Mobile:		
	Address:		
WITNESS 2	Full Name:		
	Mobile:		
	Address:		
WITNESS 3	Full Name:		
	Mobile:		
	Address:		

INTERIM ACTION (IF ANY) TAKEN
To ensure Child's safety and/or support needs of person allegedly accused

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POLICE CONTACTED	Name of Officer:	
	Police Station:	
	When:	
	Report ID:	
	Advice provided :	

GOVERNMENT AGENCY CONTACTED	Name of Agent:	
	Agency Name:	
	When:	
	Report ID:	
	Advice Provided:	

CEO CONTACTED	Name:	
	When:	
	Via:	

POLICE AND/OR GOVERNMENT AGENCY INVESTIGATION: FINDING

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INTERNAL INVESTIGATION (IF ANY): FINDING

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ACTION TAKEN

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COMPLETED BY:	Name:	
	Position in SLS:	
	Signature:	
	Date:	

SIGNED BY:	Complainant (if not a Child)
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ATTACHMENT B: CASE 2 & 3 FORMAL COMPLAINT RECORD

CONFIDENTIAL

CASE 2 & 3 FORMAL COMPLAINT RECORD

This report should be completed if there is a legitimate concern about a breach of the SLSA Member Protection Policy. If the concern involves child abuse, sexual misconduct or serious criminal conduct please refer to Case 1 Report Record.

Complainant's Name:			Date:	
Complainant's Age:				
Complainant's Club:				
Date formal Complaint received:				
Role/status in SLS:	<input type="checkbox"/> Administrator (volunteer)	<input type="checkbox"/> Parent		
	<input type="checkbox"/> Athlete	<input type="checkbox"/> Spectator		
	<input type="checkbox"/> Coach/Assistant Coach	<input type="checkbox"/> Support Personnel		
	<input type="checkbox"/> Employee (paid)	<input type="checkbox"/> Official		
	<input type="checkbox"/> Other:			
Date of alleged issue:				
Location/event of alleged issue:				
ALLEGED VICTIM				
Full name:				
Address:				
Date of Birth:		Sex:		
Age at time of alleged offence:				
ALLEGED PERPETRATOR				
Full name:				
Address:				
Date of Birth:		Sex:		
Age at time of alleged offence:				
DESCRIPTION OF ALLEGED ISSUE				
NATURE OF COMPLAINT				
(Category / basis/ grounds) Tick more than one box if necessary	<input type="checkbox"/> Bullying	<input type="checkbox"/> Disability		
	<input type="checkbox"/> Discrimination	<input type="checkbox"/> Harassment		
	<input type="checkbox"/> Personality Clash	<input type="checkbox"/> Physical abuse		
	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Race		
	<input type="checkbox"/> Religion	<input type="checkbox"/> Selection dispute		
	<input type="checkbox"/> Sexual / sexist	<input type="checkbox"/> Sexuality		
	<input type="checkbox"/> Verbal abuse	<input type="checkbox"/> Victimization		
	<input type="checkbox"/> Other			
METHODS (IF ANY) OF ATTEMPTED INFORMATION RESOLUTION				

SUPPORT PERSON (IF ANY)		
FORMAL RESOLUTION PROCEDURES FOLLOWED (OUTLINE)		
IF INVESTIGATED: FINDING		
HEARING TRIBUNAL	Decision:	
	Action Recommended:	
IF MEDIATED	Date of Mediation:	
	Were both parties present:	
	Terms of Agreement:	
	Any other action taken:	
IF APPEALED	Decision	
	Action Recommended:	
RESOLUTION	<input type="checkbox"/> Less than 3 months to resolve	
	<input type="checkbox"/> Between 3-8 months to resolve	
	<input type="checkbox"/> More than 8 months to resolve	
COMPLETED BY:	Name:	
	Position in SLS:	
	Signature:	
	Date:	
SIGNED BY:	Complainant:	
	Respondent:	