



NATIONAL INTEGRITY FRAMEWORK

COMPLAINTS, DISPUTES AND DISCIPLINE POLICY

Overview

The Complaints, Disputes and Disciplines Policy (CDDP) provides sport and its participants with a complaint management process that can be run by either Sport Integrity Australia (SIA) or the sport.

The CDDP sets out the process for how Complaints will be managed and, if required, how any sanctions will be imposed. **SIA only manages matters related to Safeguarding Children and Young People, and/or Discrimination.**

Why make a complaint?

Sport is a wonderful part of Australian society, providing physical, mental and social benefits for everyone who participates.

To keep people involved in sport, we need to make sure it is safe and fair for everyone. Unfortunately, sometimes people turn a blind eye to poor behaviour, even when it's clear that something unacceptable has happened or people have been hurt.

Reporting these behaviours as soon as they occur can address the behaviour, prevent any ongoing issues and make sure they don't get worse. Holding people accountable for bad behaviour also sets a standard within sport that these types of conduct won't be tolerated. Doing so will protect all participants, and build environments that are safe, fun and fair for everyone.

What is managed under the Complaints, Disputes and Discipline Policy?

The CDDP can be used to manage any instance of Prohibited Conduct under these policies:

- ✔ Safeguarding Children and Young People Policy
- ✔ Member Protection Policy
- ✔ Competition Manipulation and Sport Wagering Policy
- ✔ Improper Use of Drugs and Medicine Policy
- ✔ Other relevant policies as defined by your sport.

Other relevant Policies

Your sport can use the CDDP to manage allegations of Prohibited Conduct under other policies they may have.

Examples could include Code of Conduct, Governance, or Social Media policies.

The use of the CDDP to manage other relevant policies is at the discretion of your sport.

You should check your sport's Integrity page on their website, or with your National Integrity Manager for more information on any additional policies that will utilise the CDDP for complaint management.

What is **not** managed under the Complaints, Disputes and Discipline Policy?

The CDDP is forward-looking and puts in place a new process to protect the future of Australian sport. As such, Complaints that have already been managed under another complaints process in the past cannot be managed under the CDDP unless new information becomes available or there is a compelling reason to do so.

Additionally, non-recent complaints, or complaints about Prohibited Conduct that occurred before your sport adopted the CDDP, cannot be managed through this process. Poor conduct which occurred before this should be managed under the disciplinary policies in place at the time.

Reporting non-recent matters to Sport Integrity Australia

Participants can report non-recent Child Safeguarding matters or Discrimination matters to Sport Integrity Australia if they choose. This information can then be used in ways other than this complaint process to make sure similar behaviour doesn't occur in future – for example, to help build education and intervention programs. Sport Integrity Australia can also pass the information to someone else who may be able to take action if appropriate (for example, police or a child protection agency).

Sport Integrity Australia's Safe Sport Hotline provides guidance and support on integrity matters in sport.

Call 1800 161 361.

Where to make a Complaint

Complaints should be made to your sport. To find out how to make Complaints to your sport, visit the [Sporting organisations signed up to the National Integrity Framework page](#) on the Sport Integrity Australia website.

If your sport has adopted the NIF and is about Discrimination or any issue relating to the Child Safeguarding Policy, you can make the Complaint to Sport Integrity Australia by filling in the online form at sportintegrity.gov.au/making-integrity-complaint-or-report. If you are not sure where to submit your complaint – you can call us for guidance and assistance on where to report your complaint.

What is the Complaints Process?

Once a Complaint is received, it will be evaluated to determine whether it can be managed under the CDDP.

If the Complaint meets the requirements to be managed under the CDDP, it will be assessed under the Case Categorisation Model.

If the Complaint is assessed as 'Category 1' it may be managed through a range of measures such as education rather than a formal investigation.

If the Complaint is assessed as Category 2 or 3, the Complaint may be investigated and will lead to a finding about what may have happened.

As part of an investigation, people involved with the Complaint, including witnesses, may be contacted to provide information about the allegations that have been made.

If there is not enough evidence to substantiate the Complaint, the process will end. If there is enough evidence to suggest the alleged conduct is more likely to have occurred than not, the allegation/s in the Complaint will be found to be substantiated and the sport will issue a breach notice and manage the resolution process, including deciding and enforcing any sanction they deem appropriate.







The Respondent may appeal the Breach Notice or sanction before the matter is finalised.

At any time during the process, the matter may be referred to an external organisation such as to law enforcement or a child protection agency if required.

Prohibited Conduct

The CDDP also outlines Prohibited Conduct relevant to the Complaints Process.

The following actions and behaviours are breaches of the Policy:

-  Failure to report potential Prohibited Conduct once aware of it.
-  Deliberately withholding information about Prohibited Conduct during the Complaints Process.
-  Deliberately providing inaccurate or misleading information during the Complaints Process.
-  Failure to provide information or documentation when requested during the Complaints Process.
-  Failure to comply with any sanction/s as required.
-  Failure to keep information about a Complaints Process confidential.

Full definitions of Prohibited Conduct are available in the CDDP.

Find out more

For more information on the National Integrity Framework, and the Complaints, Disputes, and Discipline Policy, visit sportintegrity.gov.au/making-integrity-complaint-or-report.

Disclaimer

This fact sheet does not replace the National Integrity Framework Complaints, Disputes and Discipline Policy. The Policy applies and overrules this fact sheet in any instances.