



## Complaints, Disputes and Discipline

A fair, transparent and consistent process for managing complaints helps to protect participants and keep sport safe and fair.

### A consistent complaints process:

- helps protect people in sport by making everyone accountable for their behaviour
- clearly outlines who should manage a complaint, and how it's managed
- helps to resolve disputes in a timely and effective way
- means rules are enforced in the same way for everyone.

### Knowing the banned behaviours in your sport

It's important that everyone – including athletes, coaches, officials, administrators, and volunteers – understands banned behaviours (Prohibited Conduct) in their sport so they can make a complaint if required. These banned behaviours are outlined in full detail in the integrity policies on your sport's national website.

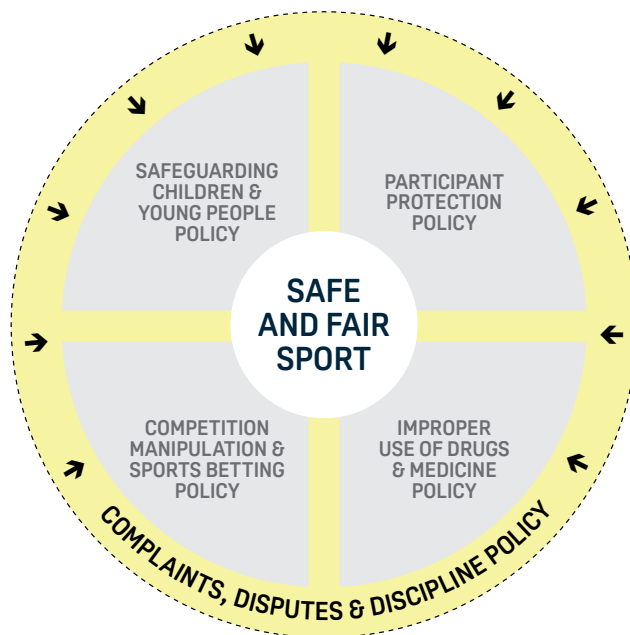
The **Complaints, Disputes and Discipline Policy** also outlines how sport should manage complaints and how everyone must behave during a complaints process.

### You must *not*

- ❌ Deliberately withhold information during a complaints process
- ❌ Interfere with a complaints process e.g. influence witnesses
- ❌ Knowingly provide inaccurate or misleading information.

### You must

- ✅ Keep information confidential
- ✅ Comply with breach notices and sanctions following an investigation.



### Reporting and support information

It's important to report all allegations of banned behaviours as soon as possible. The nature of the complaint will determine who manages it and how it's resolved.

Matters relating specifically to child safeguarding or discrimination, or abuse of people with disability also can be reported to [Sport Integrity Australia](https://sportintegrity.gov.au).

Report  
to SIA



Report all other complaints to your sport.

Report to  
your sport



Check your sport's national website for the full *Complaints, Disputes and Discipline Policy*.

Find a Policy overview at [sportintegrity.gov.au](https://sportintegrity.gov.au).

Learn  
more

