



Complaints Handling Flowchart

Step 1

Consider the best way to handle the situation yourself.

If you are not sure, options include speaking to your coach, squad manager, parents or the South West Sydney Academy of Sport office staff for advice and guidance.

Step 2

If you feel comfortable with your relationship with the other person involved, try to sort the situation out directly between yourself and that person.

Sometimes things happen unintentionally, and the matter could be sorted out with an explanation and an apology. This should be done as close to the incident of concern to avoid confusion.

Step 3

If you are unable to handle the matter yourself, approach the Academy Chief Executive Officer who will be the appointed grievance/complaint handler.

If the grievance or complaint involves the Chief Executive Officer, you should contact the Academy Chairperson.

The South West Sydney Academy of Sport Chief Executive Officer will, wherever practical, within 3 working days:

- Speak with you to obtain full details concerning your grievance or complaint and establish your wishes for a resolution.
- Decide whether the issue is serious enough that, if proven, it would be a breach of discipline or other related policy
- Explain the process required to continue towards a resolution of the issue.
- Refer you if necessary to people who could provide advice or support.
- Decide the most appropriate person to handle the complaint or grievance.

(Should the Chief Executive Officer have conflict of Interest, the matter will be referred to another appropriate grievance/complaint handler.)

Step 4

The grievance/complaint handler will gather information from the party or parties allegedly involved in the issue.

This involves:

- Speaking to all witnesses they believe have information relevant to the complaint.
- Decide whether at the least, the issue is serious enough that, if proven, it would be a breach of discipline or other related policy (Such as member protection)
- Explain the process required to continue towards a resolution of the issue.
- Refer you if necessary to people who could provide advice or support.
- Decide the most appropriate person to handle the complaint or grievance.

Step 5

A decision will then be made on how to resolve the issue and inform all parties.

Where the grievance involves an allegation of a 'less serious' nature (e.g. Breach of Code of behaviour, or anything non-criminal) and the main facts are not in dispute;

The situation will be mediated.

This means assistance will be given to you and the person or persons about whom you have complained, to come to a joint decision on how to resolve the issue.

A confidential record of the issue will be kept, and the matter will go no further within the South West Sydney Academy of Sport however the details may be reported to the State or National Sporting Body.

Where the grievance involves an allegation of a 'less serious' nature (e.g. Breach of Code of behaviour, or anything non-criminal) and the main facts are in dispute;

The grievance/complaint handler will:

Indicate to all parties why the issue has been unable to be resolved and inform all parties of the consequences had the facts been established.

Reinforce the importance of refraining from any repercussions against individuals which may result from the grievance/complaint procedure.

Where the grievance/complaint involves an allegation of a 'more serious' nature (e.g. Discrimination, harassment);

And the main facts are not in dispute, the grievance handler will recommend appropriate remedial action through the Board or its representative complaints committee.

Where the facts are in dispute and grievance handler is unable to determine the course of events, the matter will be referred to the Board or its representative complaints committee.

The details may be reported to the State or National Sporting Body.

Where the grievance/complaint involves an allegation of a criminal matter;

The grievance handler will advise the Board immediately and refer the matter to the appropriate authorities.

All parties involved in the matter will be advised at all stages of the progress of the complaint/grievance.

The details may be reported to the State or National Sporting Body.