



# Complaints – Roles and Responsibilities

## Complaint options

### Self-management

The person with the complaint tries to resolve the problem directly with the person who has upset them.

### Obtaining information and support

The person with the complaint seeks information and support to help sort out the problem.

### Informal internal process

Usually appropriate for less serious allegations. Emphasis is on resolution using counselling, education and mediation rather than substantiation.

### Formal internal process

Usually involves investigation and /or conciliation of the complaint.

### An appeals process

Either party is entitled to appeal if unhappy with the process or the outcome of the investigation.

## Roles and responsibilities

### Member Protection Information Officers

Trained to be first point of contact. Provides impartial, confidential and timely support throughout the process.

### Others who can also provide information and support.

Includes: Home club, coach, committee officers, governing body and SSO.

### Management

Attempt resolution if an issue is observed or brought to their attention. Inform SCJCA President if the matter is serious or criminal. Under law, may need to report child abuse.

### The Complaints Officer

Investigates and/or mediates by delegation from SCJCA President. Submits report and recommendations to SCJCA President for a decision and action.

### Tribunals

A tribunal panel hears complaints referred to it according to the rules outlined in the constitution.

### SCJCA President

Reviews decision and recommendations after complaint is reheard by a different investigator.

## Note:

Sports should develop complaint resolution procedures that reflect their size, structure and needs. This procedure should clearly outline the process and options available, and the relevant roles and responsibilities. People with complaints can select any option or go external at any stage. Those with complaint handling and decision-making roles need to ensure that they have no conflict of interest.