



# Gridiron Australia Complaints Reports

## **PART E: REPORTING DOCUMENTS/FORMS**

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To assist in consistency and accuracy in following procedure and reporting on the issues covered by Gridiron Australia's Member Protection Policy, the following documents are to be used:

- E1 Confidential Record of informal complaint** – to be used by MPIO's or others who receive a complaint or allegation
- E2 Confidential Record of Formal Complaint** – to be used when a formal complaint is received by Gridiron Australia
- E3 Confidential Record of Child Abuse Allegation** – to be used by MPIO's or others who receive complaints/allegations of child abuse
- E4 Record of Mediation** – to be used by those who conduct a mediation
- E5 Record of Tribunal Decision**

### **General principles to be followed when completing a report of a complaint:**

- Treat all complaints seriously.
- Deal with complaints promptly, sensitively and confidentially.
- Maintain a calm attitude.
- Ask the complainant if they will consent to you taking notes.
- Write the description of the complaint /problem using the complainants own words (as much as is possible).
- Find out the nature of the relationship between the complainant and the person complained about (for example, coach/competitor, team members, etc) and if there is any relevant history.
- Take a note of the facts and do not pre-judge the situation.
- Ask the complainant whether they fear victimisation or other consequences.
- Find out what outcome the complainant wants and if they need any support.
- Ask the complainant how they want to the complaint to be dealt with under the policy.
- Keep the complaint confidential and do not disclose it to another person without the complainant's consent except if disclosure is required by law (for example, a report to government authorities) or if disclosure is necessary to effectively deal with the complaint.

## Attachment E1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

MPIO Name	Date:     /     /	
Complainant's Name	Over 18	Under 18
Role/status in <i>[sport]</i>	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other ..... .....
Location/event of alleged issue		
Facts as stated by complainant		
Nature of complaint (category/basis/grounds)  Can tick more than one box	Harassment or Sexual/sexist Sexuality Race Religion Pregnancy Disability Child Abuse Other .....	Discrimination Selection dispute Personality clash Bullying Verbal abuse Physical abuse Victimisation

<p>Feelings expressed by complainant (completing this may help to separate emotional content from facts)</p>	
<p>What they want to happen to fix issue</p>	
<p>What information I provided</p>	
<p>What they are going to do now</p>	

This record and any notes must be kept in a confidential place – do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be sent to GA Complaints Manager.

**Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT**

Complainant's Name	Over 18 Under 18	Date Formal Complaint Received: / /
Role/status in gridiron	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other ..... .....
Name of person complained about	Over 18 Under 18	
Role/status in gridiron	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other ..... .....
Location/event of alleged issue		
Description of alleged issue		
Nature of complaint (basis/grounds/category) Can tick more than one box	Harassment or Sexual/sexist Sexuality Race Religion Pregnancy Disability Child Abuse Other .....	Discrimination Selection dispute Personality clash Bullying Verbal abuse Physical abuse Victimisation

Methods (if any) of attempted informal resolution	
Support person (if any)	
Formal resolution procedures followed (outline)	
If investigated: Finding -	
If went to hearing tribunal: Decision -  Action recommended -	
If mediated: Date of mediation - Were both parties present - Terms of Agreement -  Any other action taken -	
If went to appeals tribunal: Decision  Action recommended	
Resolution	Less than 3 months to resolve  Between 3 – 8 months to resolve  More than 8 months to resolve
Completed by	Name: Position in Gridiron Australia: Signature: <span style="float: right;">/ /</span>

Signed by:	Complainant:
	Respondent:

This record and any notes must be kept in a confidential place. If the complaint is of a serious nature, or is escalated to and/or dealt with at the national level, the original must be forwarded to the national body and a copy kept at the club/state/district level (whatever level the complaint was made).

**Attachment E3: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION**

Before completing, ensure the procedures outlined in attachment C4 have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)		Date Formal Complaint Received: / /
Role/status in gridiron		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in gridiron	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other ..... .....
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	

Government agency contacted	Who: When: Advice provided:
CEO contacted	Who: When:
Police and/or government agency investigation	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position in gridiron Signature: / /
Signed by	Complainant (if not a child)

This record and any notes must be kept in a confidential place and provided to the relevant authorities (police and government) should they require them.

**Attachment E4: RECORD OF MEDIATION**

Present at Mediation	
Date of mediation	
Venue of mediation	
Mediator	
Summary of mediation (minutes attached)	
Outcome of mediation	
Follow-up to occur (if required)	
Completed by: (signature)	
Signed by: Complainant (signature)  Respondent (signature)	

**Attachment E5: RECORD OF TRIBUNAL DECISION**

Complainant's Name		Date Formal Complaint Received: / /
Role/status in gridiron	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other ..... .....
Name of person complained about		
Role/status in gridiron	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other ..... .....
Location/event of alleged issue		
Description of alleged issue		
Nature of complaint (basis/grounds/category)	Harassment or      Discrimination Sexual/sexist      Selection dispute Sexuality              Personality clash Race                      Bullying Religion                  Verbal abuse Pregnancy              Physical abuse Disability                Victimization Child Abuse Other .....	
Methods (if any) of attempted informal resolution		
Support person (if any)		

Tribunal Members	
Tribunal Hearing Date and venue	
Tribunal Decision (attach report)	
Action recommended and any follow up report required	
Decision Appealed Date of Appeal lodged	
Appeal Hearing Date	
Appeal Decision (attach report)	
Action Recommended	
Completed by	Name: Position in gridiron: Signature: / /
Signed by:	Complainant Respondent