

Complaint flowchart

Club/local level issue

Possible first options:

- 1) MPIO (if your club has an MPIO)
- 2) Complaints Officer
- 3) President of **Club**
- 4) Manager of team

Other options:

- 1) Play by the Rules website
- 2) State Equal Opportunity Commission
- 3) HREOC
- 4) State Department of Sport & Recreation
- 5) Alternative Dispute Resolution organisation

If issue relates to a person under 18 years of age contact:

- 1) Child Protection agency

If issue relates to a criminal offence contact:

If unsuccessful, unsatisfied or not resolved escalate to State

State-level issue

If not previously contacted, possible first options:

- 1) MPIO
- 2) President, General Manager or other **State Association** Executive Member
- 3) Manager of team

If not previously contacted, possible options:

- 1) Play by the Rules website
- 2) State Department of Sport & Recreation
- 3) State Equal Opportunity Commission
- 4) HREOC
- 5) Alternative Dispute Resolution organisation

If issue relates to a person under 18 years of age contact:

- 1) Child Protection agency

If issue relates to a criminal offence contact:

If unsuccessful, unsatisfied or not resolved escalate to National

National-level issue

If not previously contacted, possible first options:

- 1) MPIO
- 2) President, General Manager or other **National Organisation** Executive Member

Other options:

- 1) Alternative Dispute Resolution organisation
- 2) State Equal Opportunity Commission
- 3) Human Rights & Equal Opportunity Commission
- 4) Australian Sports Commission (Sport Services Section)
- 5) Lawyer (legal advice)

If issue relates to a person under 18 years of age contact:

- 1) Relevant State Child Protection agency

If unsuccessful, unsatisfied or not resolved

Additional options:

Court of Arbitration for Sport (Oceania Registry)