Complaints Flowchart

If you need information, advice, to make a complaint or to raise a concern in relation to inappropriate behaviour in sport (such as harassment, discrimination or abuse), this chart may assist in working out who to contact and how. Start at the level (club, state or national) that the incident occurred.

Club/local level issue

Possible first options:
- Member Protection Information Officer
- President of **Club**
- Manager of team

Other options:
- Play by the Rules website www.playbytherules.net.au
- Alternative Dispute Resolution organisation
- State Equal Opportunity Commission
- State Department of Sport & Recreation

If issue relates to a person under 18 years of age contact:
- Child Protection agency

If issue relates to a criminal offence contact:
- Local or State Police

If unsuccessful, unsatisfied or not resolved

State level issue

If not previously contacted, possible first options:
- Member Protection Information Officer
- President, General Manager or other **State Association** Executive Member
- Manager of team

If not previously contacted, possible options:
- Play by the Rules website
- Alternative Dispute Resolution organisation
- State Department of Sport & Recreation
- State Equal Opportunity Commission

If issue relates to a person under 18 years of age contact:
- Child Protection agency

If issue relates to a criminal offence contact:
- Local or State Police

If unsuccessful, unsatisfied or not resolved

National level issue

If not previously contacted, possible first options:
- Member Protection Information Officer
- President, General Manager or other **National Organisation** Executive Member Manager of team

Other options:
- Alternative Dispute Resolution organisation
- State Equal Opportunity Commission &/or Human Rights & Equal Opportunity Commission
- Australian Sports Commission (Sport Services Section)
- Lawyer (legal advice)

If issue relates to a person under 18 years of age contact:
- Relevant State Child Protection agency

If issue relates to a criminal offence contact:
- State Police (of state incident occurred in)

If unsuccessful, unsatisfied or not resolved

Additional options:
- Court of Arbitration for Sport (Oceania Registry) • ANZLA