



# Member Protection Information Officer

## Complaint referral guide



### Step 1

#### Complaint or concern raised with MPIO

Actively listen with empathy.

Advise that your role is not to handle complaints and that you can assist the person with where the complaint can be directed for them to lodge the complaint with the relevant contact from this guide.

**If there is immediate danger or threats to safety, call 000.**

### Step 2

#### Determine which policy applies

Participant is under 18 – **go to step 3**

Participant is 18 or older – **go to step 4**

### Step 3

#### Safeguarding Children & Young People Complaint

Does the concern involve alleged Prohibited Conduct, like:

- Harmful behaviours towards a child
- Abuse
- Breach of Child Safe Practices (or child safeguarding code of behaviour in non-NIF sports)
- Bullying
- Harassment
- Discrimination
- Sexual Misconduct
- Vilification
- Victimisation

The answer is **YES** if the complaint or concern relates to any of the above types of Prohibited Conduct, go to Step 3a.

If **NO**, go to step 5.

### Step 3a

#### Safeguarding Children & Young People Complaint

If the complaint or concern involves risks of significant harm to a child in the form of grooming, sexual abuse, physical abuse or neglect, contact local child protection services and/or police.

If the complaint involved online abuse you can refer the person to guidance from the eSafety Commission '[how to deal with online abuse in sport](#)'.

Is your sport signed up to the National Integrity Framework?

If **YES**, options include:

- Make a report via the [Sport Integrity Australia complaints webform](#)
- Call the **SAFE SPORT HOTLINE** on 1800 161 361 (7AM-7PM, 7 days a week). The Safe Sport Hotline is part of an expanded service offered to members of sport to share their concerns with a trusted Sport Integrity Australia team member about integrity issues they have experienced.

If **NO**, options include:

- Refer the person to the relevant NSO or SSO contacts as detailed in your sport's Safeguarding Children & Young People Policy.
- Contact the **SAFE SPORT HOTLINE** for advice.

### Step 4

#### Member Protection Complaint

Does the concern involve alleged Prohibited Conduct, like:

- Abuse
- Bullying
- Harassment
- Discrimination (based on a protected characteristic)
- Sexual Misconduct
- Vilification
- Victimisation

The answer is **YES** if the complaint or concern relates to any of the above types of Prohibited Conduct, go to step 4a.

If **NO**, go to step 5.

## Step 4a

### Member Protection Complaint

#### NIF sport discrimination complaints

If the Prohibited Conduct identified is DISCRIMINATION and your sport is signed up to the National Integrity Framework, options include:

- Make a report via the [Sport Integrity Australia complaints webform](#)
- Call the **SAFE SPORT HOTLINE** on 1800 161 361 (7AM-7PM, 7 days a week)

#### Non-NIF sport discrimination complaints

If the Prohibited Conduct identified is DISCRIMINATION and your sport is not signed up to the National Integrity Framework, options include:

- Refer the person to sport's National Integrity Manager or relevant contacts.
- Lodge a complaint with the [Australian Human Rights Commission](#).

#### Other member protection complaints (all sports)

If the type of Prohibited Conduct is abuse, bullying, harassment, sexual misconduct, vilification or victimisation, refer the person to sport's National Integrity Manager or relevant contacts.

If the complaint involved online abuse you can refer the person to guidance from the eSafety Commission '[how to deal with online abuse in sport](#)'.

## Step 5

### Complaint is not related to Prohibited Conduct

Complaints or concerns that do not relate to Prohibited Conduct can still be important to resolve at the club or association level. In these circumstances, the MPIO may:

- Provide self-management options, like the complaint addressing the issue themselves, if they choose to do so.
- Refer the person to a relevant club or association committee member to resolve the complaint through informal mediation or grievance procedures.

The club or association may have other policies to detail procedures to manage complaints for:

- Selection issues\*
- Personal grievances
- Club association specific codes of behaviour

\*These may be considered Prohibited Conduct if the nature of a selection issue complaint relates to discrimination based on a protected characteristic.