

Non-serious Complaints and Allegations Process

Is this a serious complaint?

If the complaint relates to allegations of: sexual assault, assault, abuse, serious neglect of health or safety, or illegal activity – please refer to our 'Serious Complaints and Allegations Process'.

Non-serious complaint – your first step

Club Level Issue



Contact Member Protection Information Officer

What we'll do: provide information and options regarding the complaint process

Zone Level Issue



Contact Member Protection Information Officer

What we'll do: provide information and options regarding the complaint process

National Level Issue



Contact Member Protection Information Officer

What we'll do: provide information and options regarding the complaint process

Still not resolved?



Contact Club Vice-Chair or Team Manager (Travelling Team)

What we'll do: respond within 5 days with an attempt to resolve



Contact Zone Vice-Chair / Head of Delegation (Travelling Team)

What we'll do: respond within 5 days with an attempt to resolve



Contact National Complaints Officer

What we'll do: respond within 5 days with an attempt to resolve

Still not resolved?



Escalate to relevant Zone contact



Escalate to relevant National contact



Escalate to Chief Executive Officer

What we'll do: attempt to resolve and consider an external investigation if required

Additional resources



Consider contacting relevant State/Territory Equal Opportunity Commission, Department of Sport and Recreation or Australian Human Rights Commission

Is this a serious complaint?

Serious complaints relates to allegations of: sexual assault, assault, abuse, serious neglect of health or safety, or illegal activity. **For any other complaints, please refer to our 'Non-serious Complaints and Allegations Process'.**

Serious complaint – your first step

Club



Zone



National



Contact the National Complaints Officer

What we'll do: inform the Special Olympics Australia Chief Executive Officer and oversee the below steps

Actioning the complaint



**If the complaint involves those under
18 years of age**



What we'll do: contact relevant Child Protection Agency for guidance on reporting



What we'll do: follow direction from relevant Child Protection Agency



What we'll do: conduct an internal investigation with the agreement of Police



What we'll do: the CEO may consider an external investigation if required



**If the complaint involves those 18 years
of age and older**



What we'll do: contact Police if it is a reportable incident



What we'll do: work with complainant to provide support



What we'll do: assist victim to access legal support



What we'll do: conduct an internal investigation with the agreement of Police