

# 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



#### Contact Club Member Protection Information Officer

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

### Zone



#### Contact Zone Member Protection Information Officer

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

### National



#### Contact National Coordinator Member Protection Information Officers

*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

# Serious Complaints and Allegations Process

Special Olympics  
Australia



## 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**

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



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

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



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

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



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

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



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

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