

# **COMPLAINTS FLOWCHART**

If appropriate and you feel comfortable, try to resolve with the person



### If the first step doesn't work or you want more assistance

Talk with a Club or LV authority (i.e. Club President or LV Staff Member)



### After talking, you may decide:

Not to take the matter forward:

To try and work out your own resolution

To seek an informal mediated resolution



#### If your complaint is not resolved to your satisfaction, you may:

Make a <u>formal complaint</u> to the LV General Manager (GM)

Make a <u>discrimination or child safeguarding</u> complaint to Sport Integrity Aus



## If a formal complaint is made to LV, the GM will decide whether

| They are    | Refer the        | To appoint a | Refer the           | To refer to |
|-------------|------------------|--------------|---------------------|-------------|
| the most    | complaint to the | person to    | discrimination or   | the         |
| appropriate | Disciplinary     | investigate  | child safeguarding  | appropriate |
| entity to   | Subcommittee     |              | complaint to Sport  | authority   |
| handle it   |                  |              | Integrity Australia |             |



## Under the decisions above, LV will provide

| Investigation | Disciplinary | A guide for the | Assistance to   | Review of the |
|---------------|--------------|-----------------|-----------------|---------------|
| and a written | Subcommittee | SIA Complaint   | police or other | arrangements  |
| report        | Hearing      | Process         | authorities     |               |



## You or the respondent(s) may be entitled to appeal where:

A decision was made by LV

A decision was made at a Disciplinary Subcommittee Hearing



The appeal will follow the process determined in the LV Constitution