

## How we deal with complaints

The words **we** and **us** in this book mean ASAPD.

## Hard words



This book has some hard words.

The first time we write a hard word



- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.

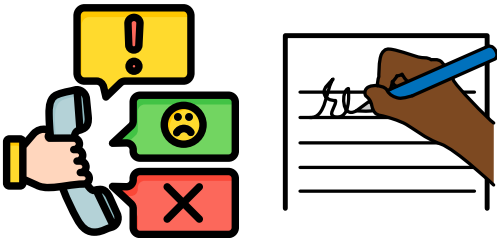


## About this book



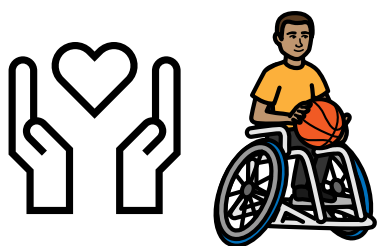
This book was written by the Australian Sporting Alliance for People with a Disability.

We say ASAPD.



This book was written so you can understand the rules we have to deal with complaints.

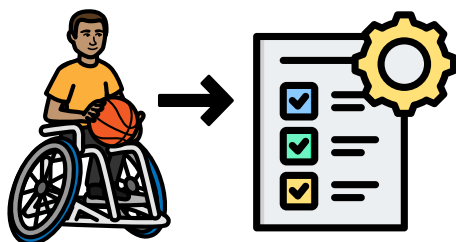
## Why we have rules to deal with complaints



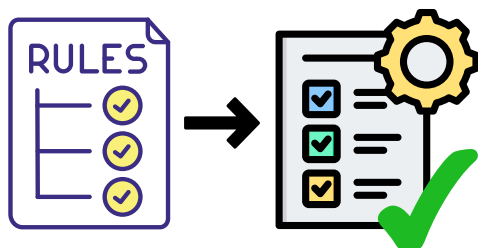
We want to make sure that we make a safe and fair environment for everyone who is a part of our sport.



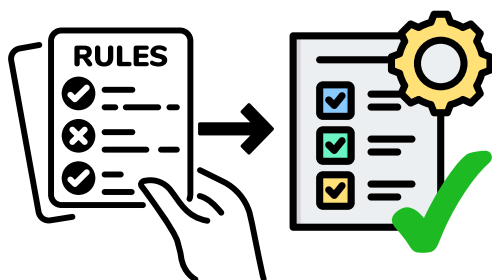
To do this, we follow the **National Integrity Framework**.



The National Integrity Framework is a set of rules about behaviour that all members of a sport need to follow.



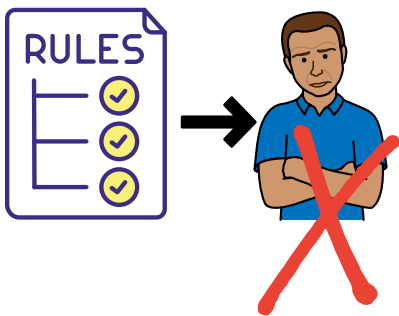
Our rules for dealing with complaints is one way that we show we are following the National Integrity Framework.



We have also made other rules about different things to show that we are following the National Integrity Framework.

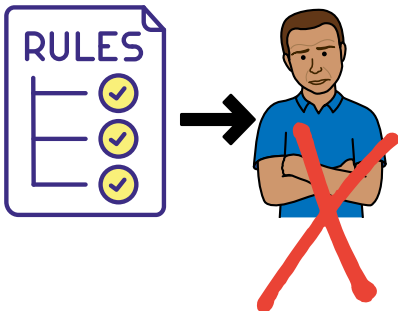
## Why we have rules to deal with complaints

We call these rules our policies.

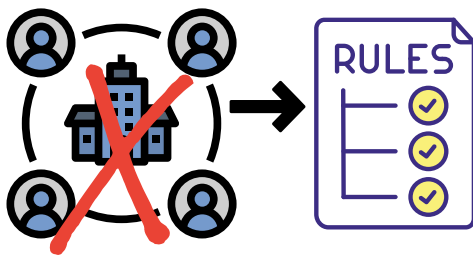


Our rules for dealing with complaints show what we need to do if someone linked to us has done the wrong thing.

## When we need to follow our rules for dealing with complaints



Our rules for dealing with complaints need to be followed when someone linked with us breaks the rules in our policies.



If someone who is part of an **affiliated organisation** does not follow our policies then they will need to follow their organisation's rules for dealing with complaints.



An affiliated organisation is any organisation that

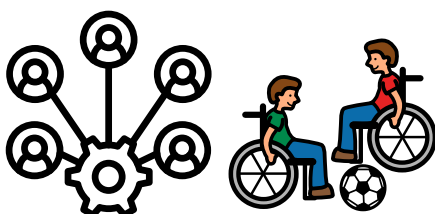
- is a member of ASAPD

OR



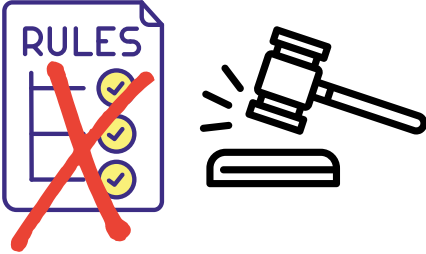
- has an agreement with us

OR



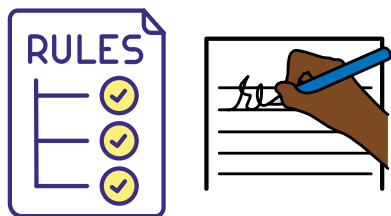
- organises or runs one of our activities.

## When we need to follow our rules for dealing with complaints



If a person or organisation has been punished by another organisation for breaking the rules in our policies then we will hold up that punishment too.

## Who needs to follow our rules to make sport safe for people with a disability



People and organisations linked with us need to follow our rules for dealing with complaints.

People linked with us can include



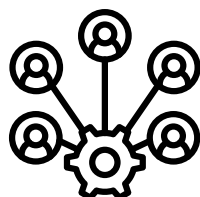
- athletes



- coaches



- our workers

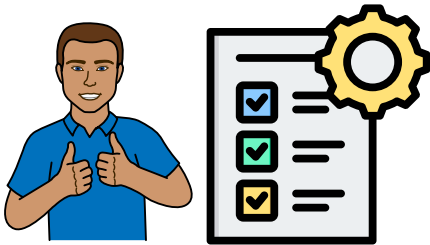


- people linked with us through their job



- volunteers

## Who needs to follow our rules to make sport safe for people with a disability



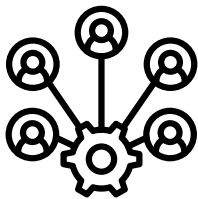
People linked with us can include

- anyone who has said that they will follow the rules in the National Integrity Framework.

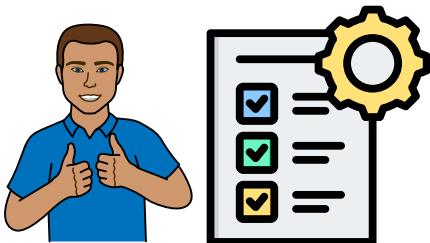


Organisations linked with us can include

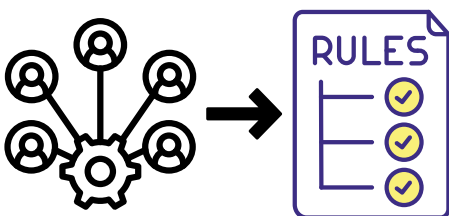
- ASAPD



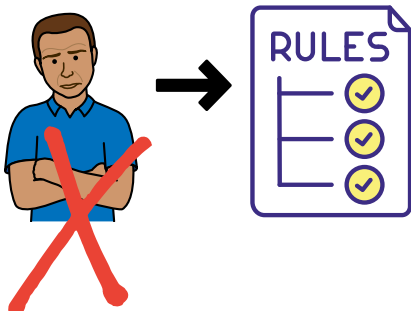
- anyone that runs an activity linked with us



- anyone who has said that they will follow the rules in the National Integrity Framework.

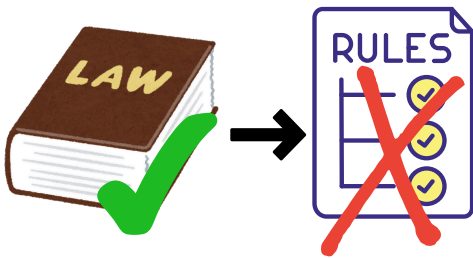


Anyone who takes part in our activities and events needs to follow our policies.

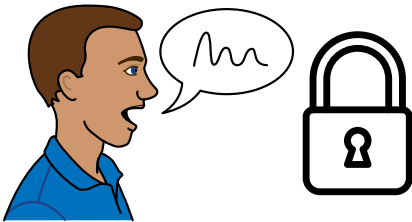


Any person or organisation who has had a complaint made about them needs to follow our policies the whole time we are dealing with the complaint.

## How we follow different rules and the law



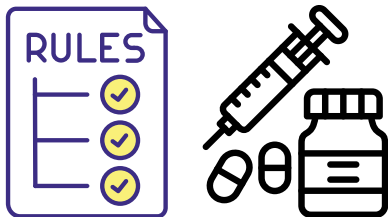
All laws **must** be followed if someone breaks any of the rules in our policies.



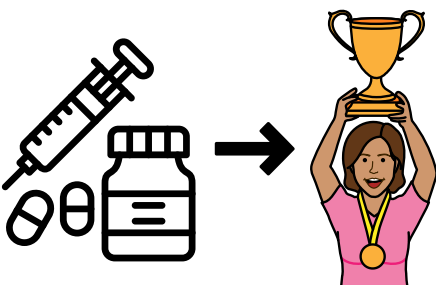
We must protect anyone who is a **whistleblower** who tells us if someone has broken any of the rules in our policies.



A whistleblower is someone who can access information and then shares this information to show that someone has done the wrong thing.

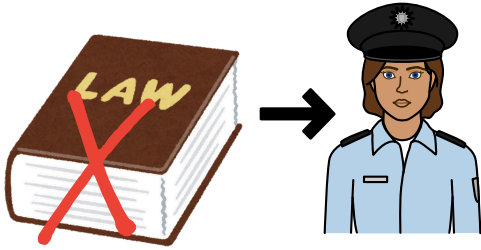


All Australian and international rules about **doping** **must** be followed.



Doping is when an athlete takes a drug or medication that is not allowed that can help them win at their sport.

## How we follow different rules and the law



Our rules always allow for people to report something to the police if someone has broken the law.



We always need to follow the rules in our **Constitution**.



Our Constitution is a document that shows us how we need to work.

## Our rules for dealing with complaints

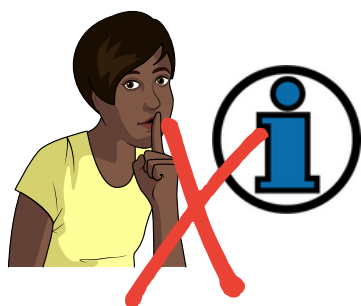


People and organisations linked with us **must not**

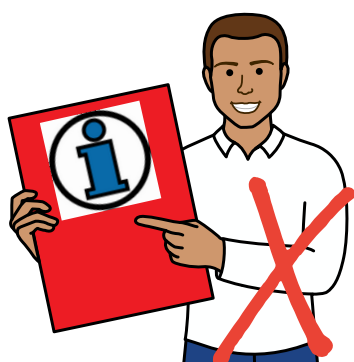
- fail to tell us or **Sport Integrity Australia** if someone breaks any of the rules in our policies



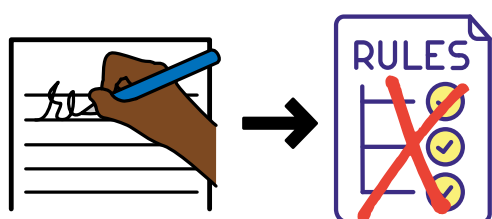
Sport Integrity Australia is the organisation that makes sure sport is safe and fair for everyone in Australia.



- keep any information to themselves if they find out that someone has broken any of the rules in our policies



- fail to tell us information or show us documents if they are asked to when we are looking into a complaint



- break the rules they need to follow when we tell them that a complaint or report has been made about them

## Our rules for dealing with complaints



People and organisations linked with us **must not**

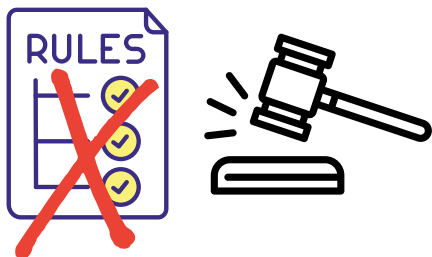
- give us any information that is **not** the truth when we are looking into a complaint



- share information with other people that is meant to be kept private.



People and organisations **do not** need to tell us information if the law says that they are **not** allowed to share this information with us.



We will take action against any person or organisation that is linked to us who **do not** follow these rules.

## Making a complaint or report



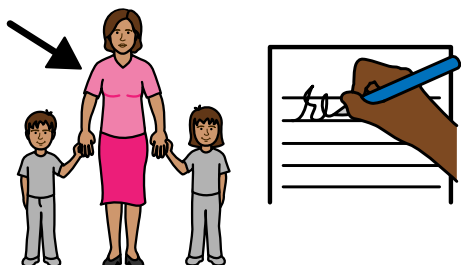
A complaint is when someone lets us know in writing that someone else has done the wrong thing and broken one of the rules in our policies.



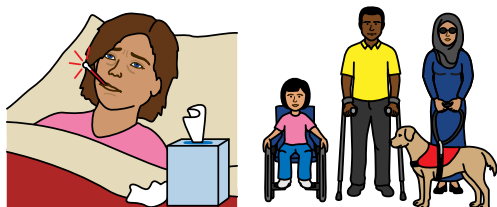
A person or organisation who makes a complaint is called a **complainant**.



A complainant must tell us what their name is.

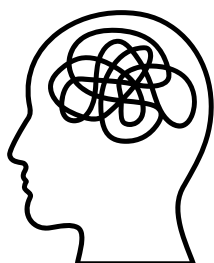


A person under 18 years old can have a parent or carer make a complaint on their behalf.



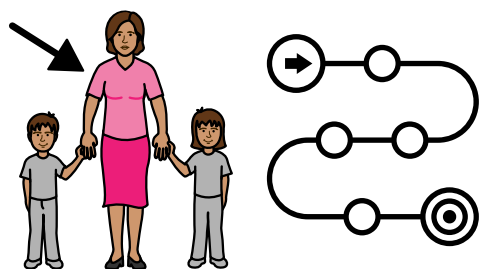
A person who is 18 years or over can have a parent or carer make a complaint on their behalf if

- they **cannot** take care of themselves or protect themselves because they are sick or have a disability

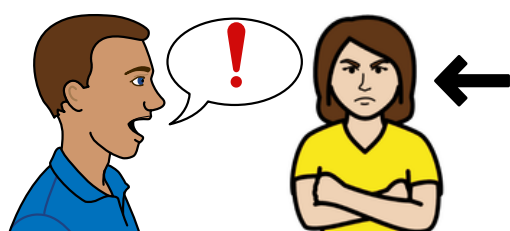


- they have mental health challenges.

## Making a complaint or report



If someone has a parent or carer supporting them to make a complaint then they can help out in any part of the process.



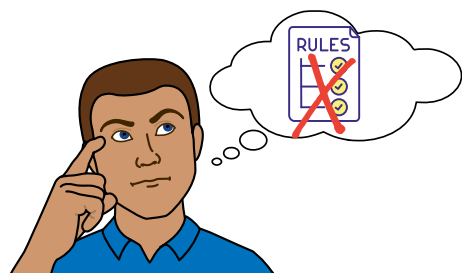
The person or organisation that a complainant has made a complaint or report about is called the **respondent**.



A report is when someone tells us that a respondent might have broken one of the rules in our policies.

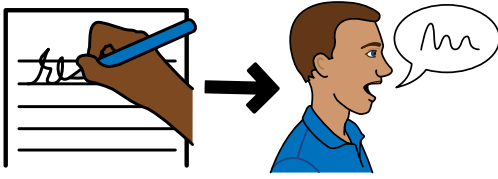


Someone who makes a report is called a **reporter**.

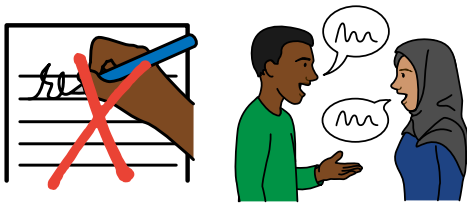


A reporter can be any person or organisation who thinks that someone might have broken one of the rules in our policies.

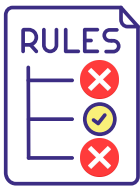
## Making a complaint or report



A report is different to a complaint because sometimes we may **not** need to take action after someone makes a report.



A report **does not** need to be made in writing, you can tell us by talking to us in-person.

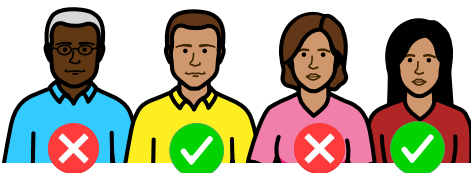


When we are deciding if we need to take action after someone makes a report, we think about

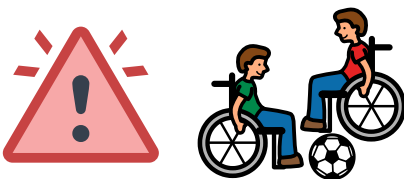
- what rules the respondent may have broken



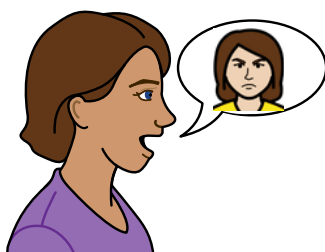
- if there is proof



- who is affected



- what risk there is to our sport

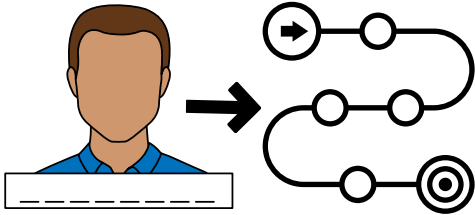


- if other people have made reports about the same person or organisation.

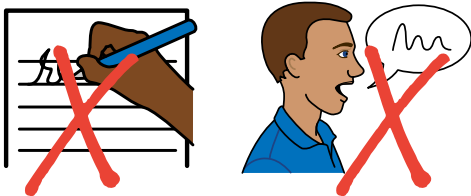
## Making a complaint or report



We may **not** get in touch with the person or organisation who has made a report.



Someone can make a report without telling us their name or who they are but this could affect how much action we can take.

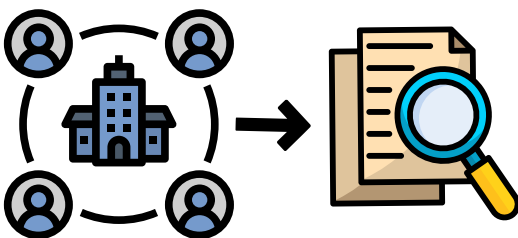


You can cancel a complaint or report at any time.



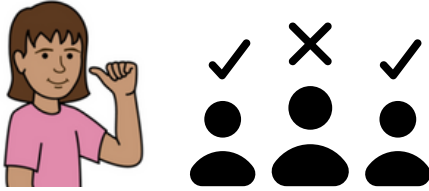
If you cancel a complaint

- you need to tell us in writing



- the organisation dealing with the complaint might still look into it.

## How we deal with complaints and reports

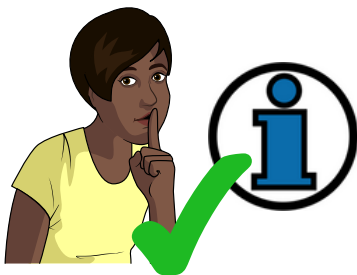


Complaints or reports can be made with Sport Integrity Australia if it is about the safety of children or when someone has been treated unfairly because of who they are.

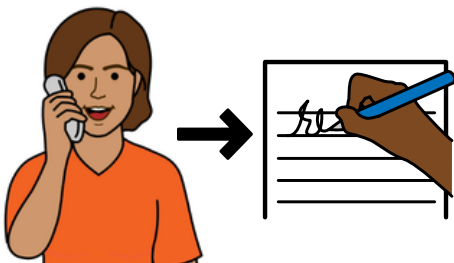


All other complaints or reports can be made to us.

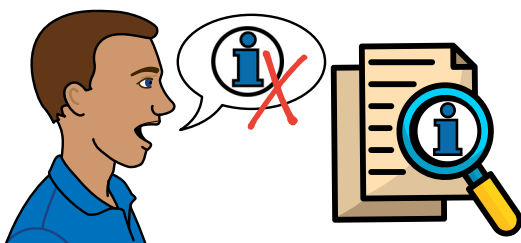
Sport Integrity Australia and ASAPD keep records of complaints and reports.



All complaints and reports are kept private unless the law says we need to share some information with certain people.

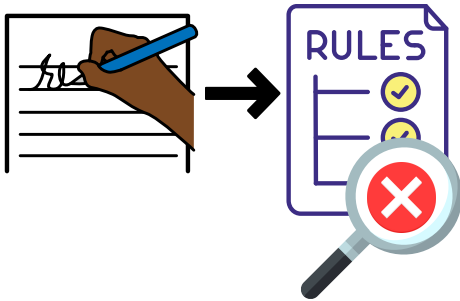


We will hire a person whose job will be to deal with complaints and reports made to us.

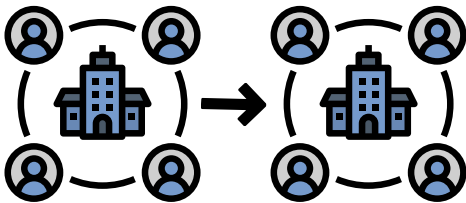


If a respondent **does not** give us any information when we ask them to then we will look into a complaint or report and use the information we have.

## What happens when you make a complaint – looking at the information



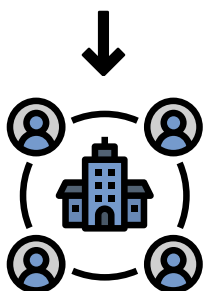
If we or another organisation receive a complaint then we will look at it to see if anyone has broken any of the rules in our policies.



The organisation that receives the complaint will also decide which organisation should deal with the complaint.

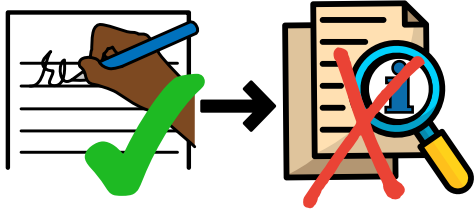


If either ASAPD or Sport Integrity Australia can deal with the complaint then we will work with Sport Integrity Australia to decide who will deal with the complaint.

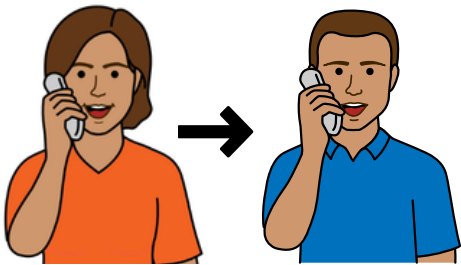


If a complaint can be dealt with by an affiliate organisation then we will send it to the affiliate organisation.

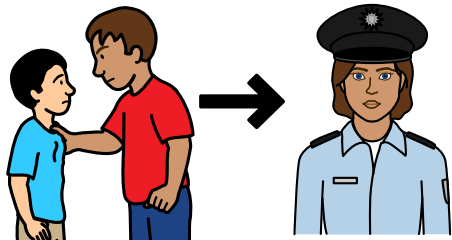
## What happens when you make a complaint – looking at the information



If we have already dealt with a complaint then we **will not** look into it again unless there is an important reason to.

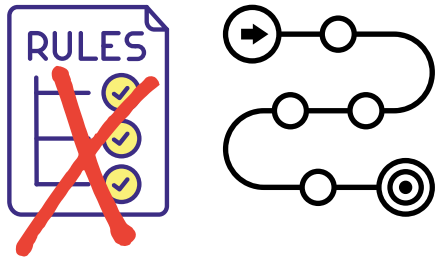


If we are **not** able to deal with the complaint because we **do not** see that anyone has broken any of the rules in our policies then we will let the complainant know.



If a person thinks that a child could be hurt soon then they must also tell the police.

## What happens when you make a complaint – deciding how we manage it

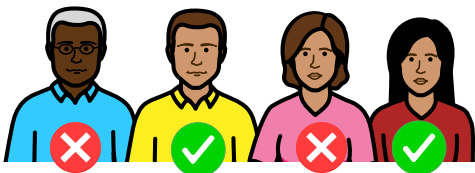


Once we can see that a person or organisation has broken one of the rules in our policies then we will decide how we deal with the complaint.

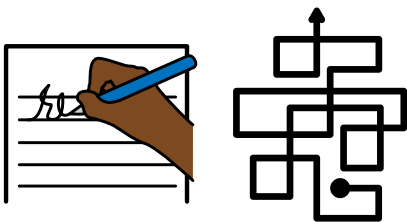


We decide how we deal with a complaint by thinking about

- what rules have been broken



- who has been or could be hurt



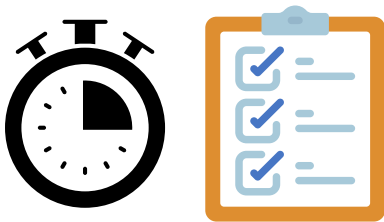
- how complicated the complaint is.

## What happens when you make a complaint – deciding how we manage it



We may

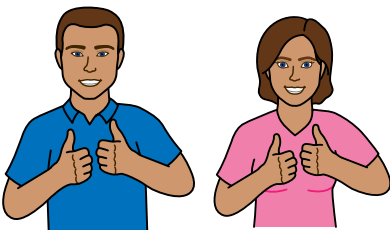
- work with other organisations if we think that is needed



- take short term actions while we look into the complaint

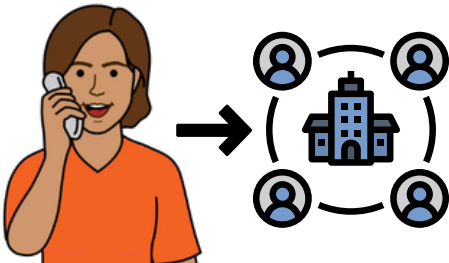


- try to get more information



- try to find a solution for the complainant and respondent that makes them both happy.

## What happens when you make a complaint – working with other organisations



At any time when we are dealing with a complaint we might work with another organisation if it is needed.

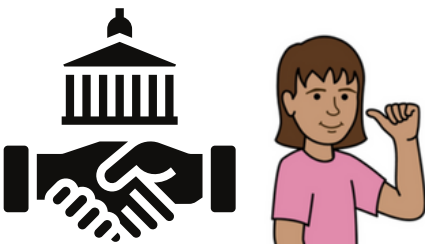


This can include

- the government



- the police

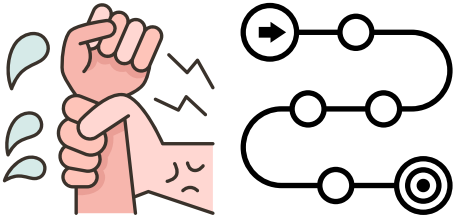


- the government department that protects children.

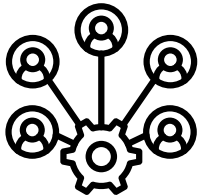


If we send the complaint to another organisation then we might stop looking into the complaint ourselves while the other organisation deals with the complaint.

## What happens when you make a complaint – taking action while we look into it



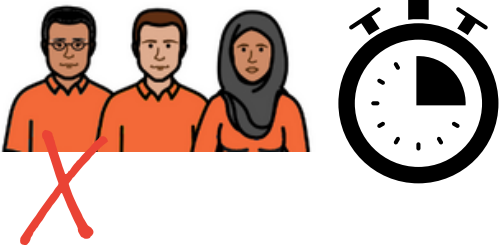
If a complaint shows that someone could be hurt then we may take some action while we look into the complaint to make sure that no one is hurt.



Only ASAPD and other organisations linked with us can take action while a complaint is being looked at.

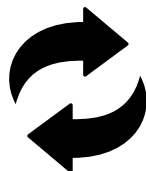


Sport Integrity Australia **can not** take action while a complaint is being looked at.



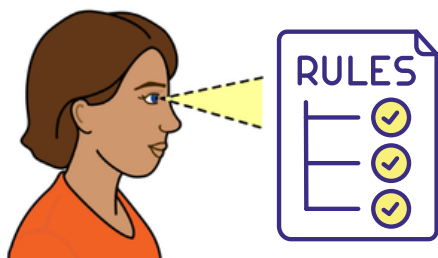
While we are looking into a complaint we can

- stop someone from working in their job for a short time



- change what things someone is allowed to do in their job

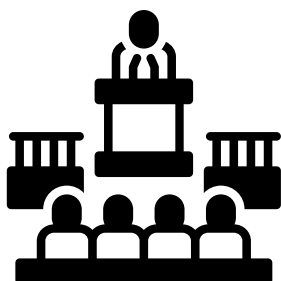
## What happens when you make a complaint – taking action while we look into it



While we are looking into a complaint we can

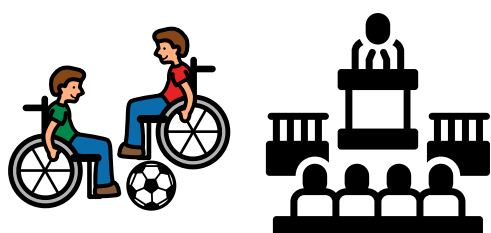
- watch someone closely to make sure they are following the rules in their job.

If we decide to take any action then the respondent can go to a **Hearing Tribunal** to ask for the action to be stopped.



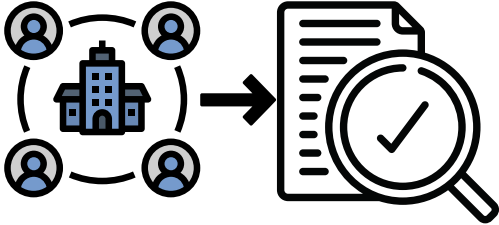
A Hearing Tribunal is when both sides of a case get to speak and give information so that a decision can then be made.

A Hearing Tribunal can be set up by us or the **National Sports Tribunal**.

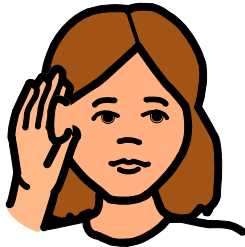


The National Sports Tribunal can deal with sports issues where two or more people **do not** agree on a decision that has been made.

## What happens when you make a complaint – getting more information



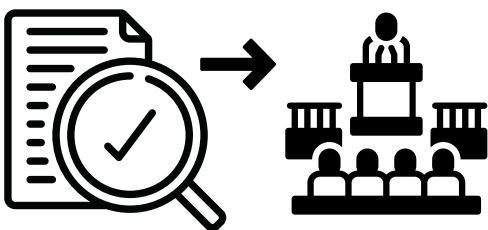
The organisation who is dealing with a complaint may try to get more information and proof to see if someone has broken any of the rules in our policies.



The complainant and respondent will both have a chance to be heard.

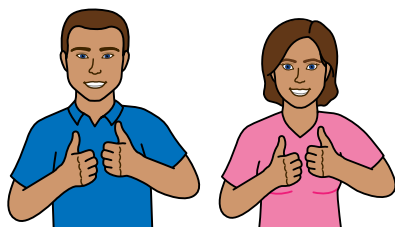


If a respondent has been found guilty in court of breaking a law then we **do not** need to get extra information to see if they have broken any of the rules in our policies.

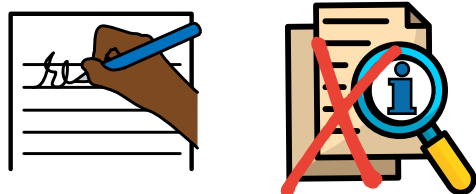


After we have gotten more information or proof we will decide if we will deal with the complaint or if we will send it to a Hearing Tribunal.

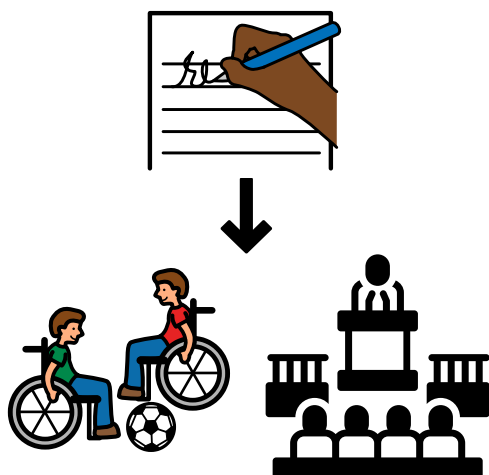
## What happens when you make a complaint – finding a solution that works for everyone



The complainant and respondent may both say yes to finding a solution that makes them both happy.

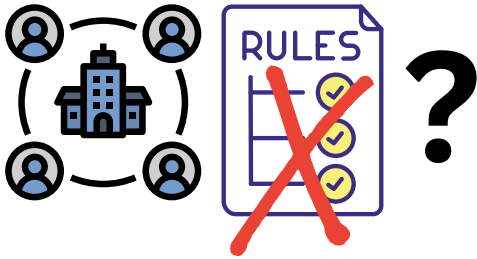


We may stop looking into the complaint if this happens.



If a complaint is about something that is usually dealt with by the National Sports Tribunal then we might send the complaint to them.

## What happens after we have looked into a complaint



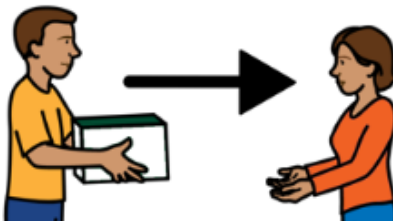
The organisation that is dealing with the complaint will decide if the respondent did break any of the rules in our policies.



If Sport Integrity Australia are dealing with a complaint they will



- tell all the people involved in the complaint what they decide



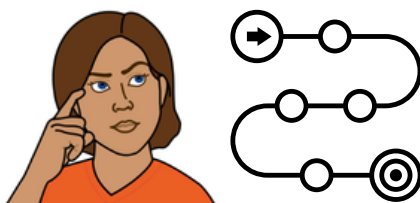
- hand it over to us to decide what action needs to be taken next.



If we are dealing with a complaint then we will

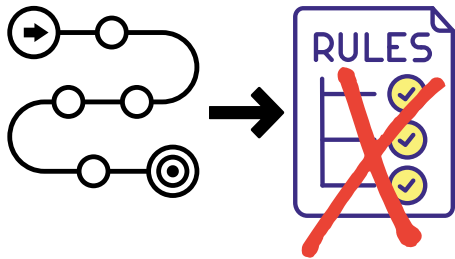


- tell all the people involved in a complaint what we decide



- decide what action needs to be taken next.

## What happens after we have looked into a complaint



We **must** always have a process for taking action when we have decided that the respondent has broken any of the rules in our policies.

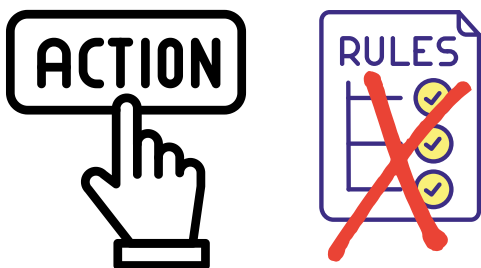
If we have decided that the respondent has broken any of the rules in our policies we can



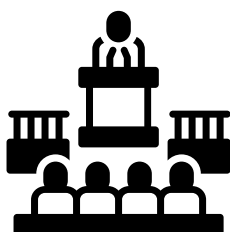
- send the respondent a **breach notice** to tell them that we think they have broken a rule in one of our policies



A breach notice is a written message or letter that lets a respondent know that they have broken one of the rules in our policies.



- take action against the respondent if we think they have broken a rule in one of our policies

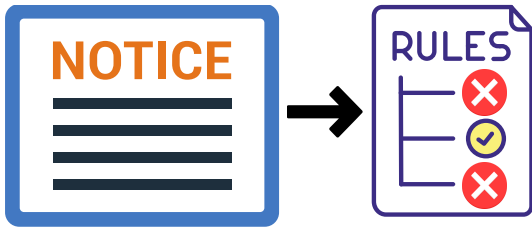


- go to a Hearing Tribunal.

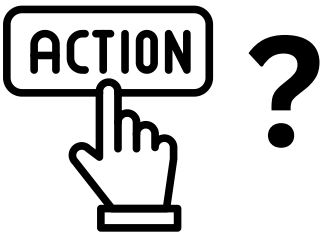
## Sending a breach notice

If we send a breach notice to a respondent we will

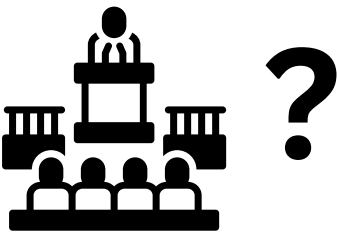
- tell them what rule we think they have broken



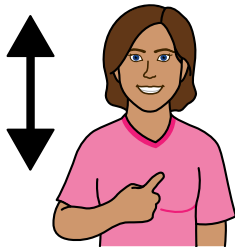
- tell them what action we are going to take against them



- tell them that they have the option go to a Hearing Tribunal



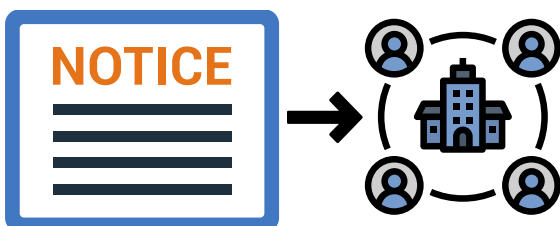
- tell them that they can say yes to the actions we have decided to take



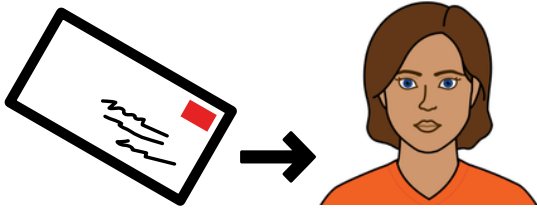
- tell them that they have 14 days to reply in writing if they do not agree with what we decided



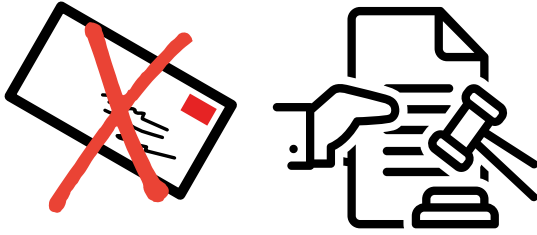
- send the breach notice to the respondent's organisation if we think that is the right thing to do.



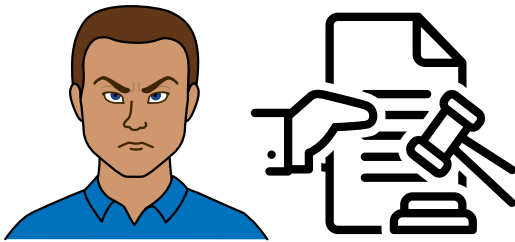
## Sending a breach notice



When a complainant replies to a breach notice in writing they must send it to our worker whose job is to look into complaints and reports.

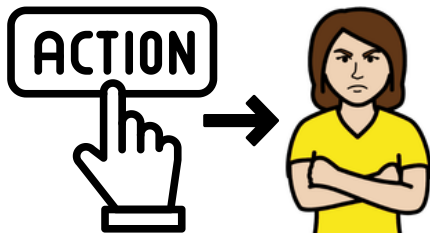


If we **do not** receive a reply from the respondent then they **cannot** ask for an **appeal**.



An appeal is when a complaint is looked into again if someone is **not** okay with the decisions that were made.

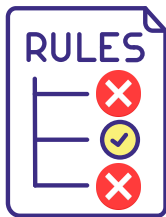
## Taking action against the respondent



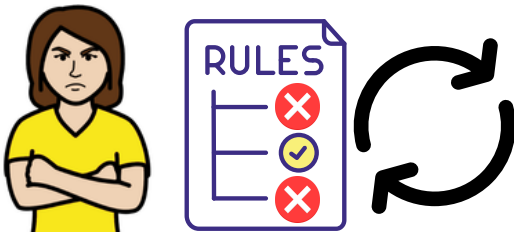
We can take action against the respondent if we think it is needed.

When we are deciding what actions we should take we think about

- which rules in our policies were broken



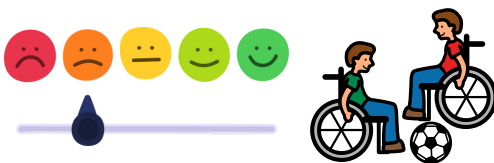
- if the respondent has broken rules in our policies before



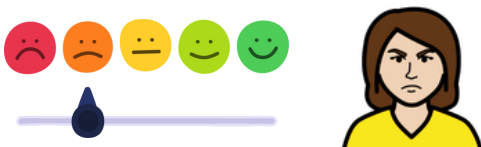
- if the respondent made a mistake



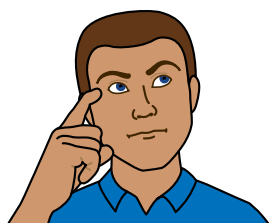
- the affect on other people and our sport



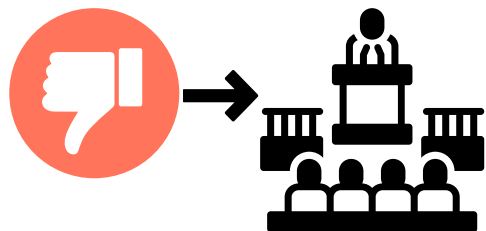
- the affect the action will have on the respondent



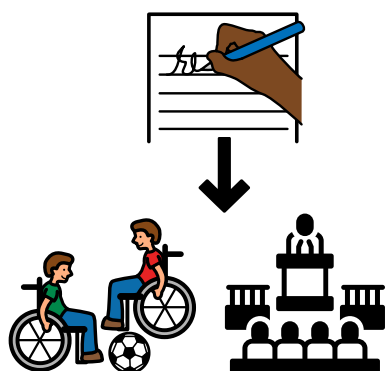
- what the complainant thinks or wants.



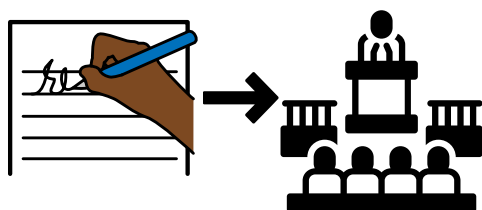
## Going to a Hearing Tribunal



If the respondent **does not** agree with the breach notice then we can send the complaint to the Hearing Tribunal.

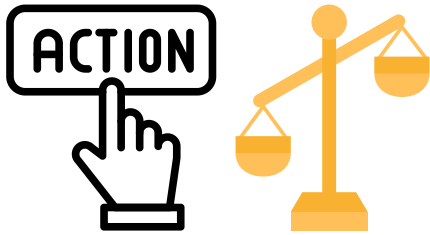


If a complaint is about something that is usually dealt with by the National Sports Tribunal then we might send the complaint to them.



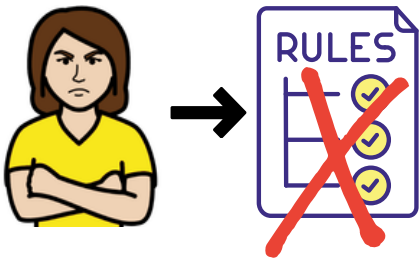
If the complaint is **not** about something that is usually dealt with by the National Sports Tribunal then we will set up a Hearing Tribunal ourselves.

## Going to a Hearing Tribunal

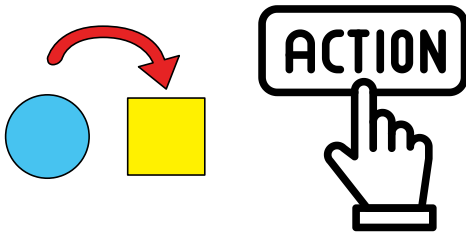


A Hearing Tribunal can decide

- if any actions we took while we were looking into the complaint were unfair

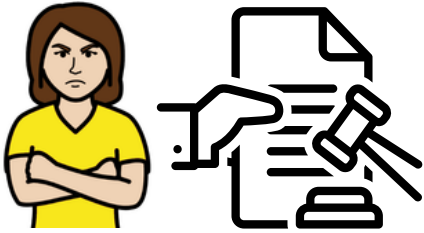


- if the respondent has broken any of the rules in our policies



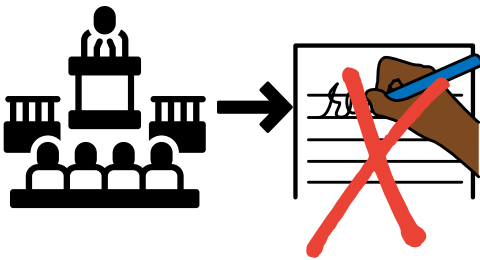
- if we should make or change any actions we have made against the respondent.

## Making an appeal for a complaint



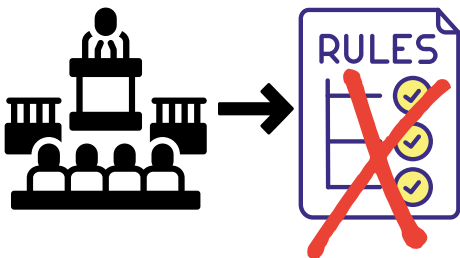
A respondent can make an appeal if they are **not** okay with what the Hearing Tribunal decided.

An appeal can be made with us or with the National Sports Tribunal.

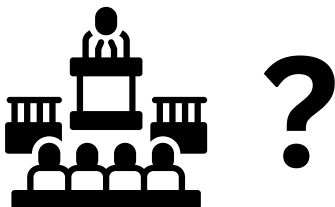


A respondent can make an appeal if

- the Hearing Tribunal **did not** follow our rules for dealing with complaints

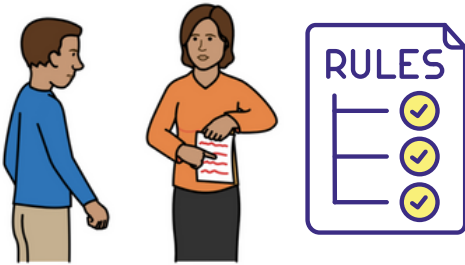


- the Hearing Tribunal **did not** follow the rules in our policies

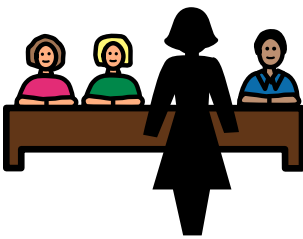


- the Hearing Tribunal could **not** make a decision about the complaint.

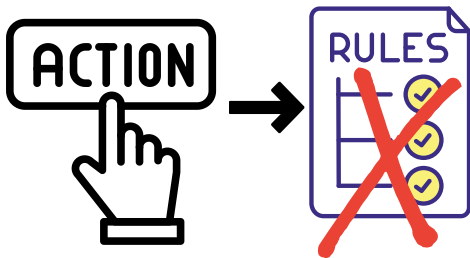
## Putting our rules for complaints into action



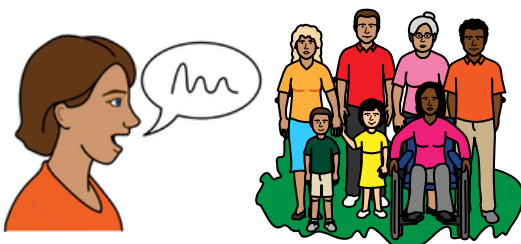
We always need to make sure that people and organisations linked with us know how to follow the rules in our policies.



We sometimes might need to give out training and education from Sport Integrity Australia.



We always need to make sure that we are taking action against people or organisations that break any of the rules in our policies if we think it is needed.



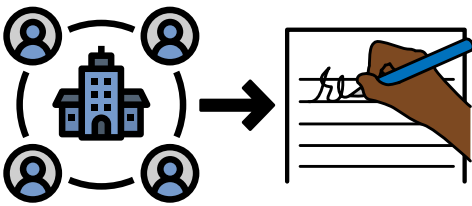
We can choose if we want to tell the public if we have taken an action against people or organisations that have broken any of the rules in our policies.

## Closing the complaint

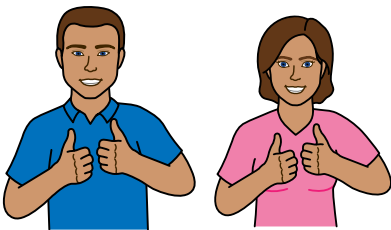


We can close a complaint if

- none of the rules in our policies have been broken



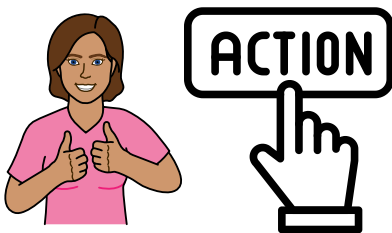
- another organisation should be dealing with the complaint



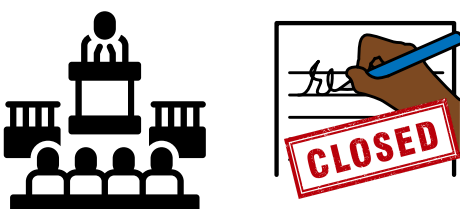
- the complainant and respondent say yes to a solution that they are both happy with



- the complainant was **not** telling the truth



- the respondent agrees with the actions that have been taken against them

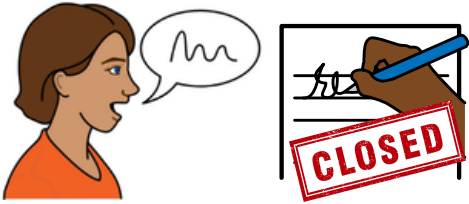


- the complaint is closed by a hearing or appeal tribunal.

## Closing the complaint

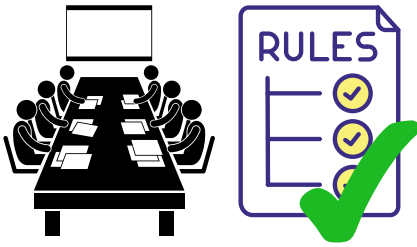


We keep information and records about complaints and the decisions that were made.

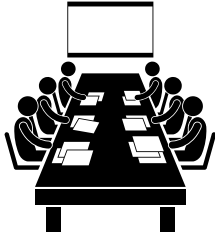


We will keep talk with Sport Integrity Australia if they are managing a complaint to let them know if we close the complaint.

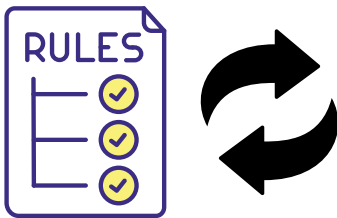
## Understanding our rules for complaints



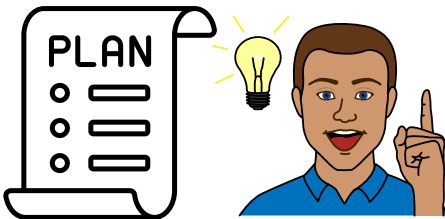
Our **Board** approved all the rules in our policies.



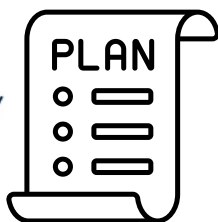
A Board is a group of leaders who can make decisions about an organisation.



Our Board can make changes to our policies if they need to.



We **must** make an education plan so that everyone understands our rules for dealing with complaints.

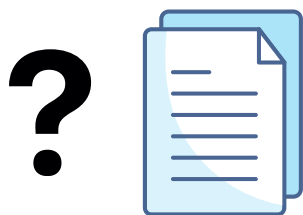


We should work with Sport Integrity Australia to make the education plan and put it into action.



We might ask people to do training about our policies that will be suited to them.

## More information



If you have any questions about this book you can get in touch with Ross Ashcroft.

Ross is our National Integrity Manager.

To get in touch with Ross you can



- Email him

[NIM@asapd.org](mailto:NIM@asapd.org)



- Call him

0493 734 365



To look at the National Integrity Framework you can

- visit Sport Integrity Australia's website

<https://www.sportintegrity.gov.au/what-we-do/national-integrity-framework>

## About this book

This book was written to help you understand our Complaints, Disputes and Discipline Policy.



Easy English Australia wrote this book in May 2025.

We use pictures from

**Boardmaker.**

- Boardmaker by Tobi Dynavox

*Canva*

- Canva.