



**SPORT INTEGRITY  
AUSTRALIA**



# NATIONAL INTEGRITY FRAMEWORK

## COMPLAINTS, DISPUTES AND DISCIPLINE POLICY

### Overview

This Policy provides sport and its participants with an independent and impartial complaint management process run by Sport Integrity Australia.

This means when someone wants to report allegations of Prohibited Conduct or make a complaint about the behaviour of another person (or organisation), it will be assessed, investigated (if required) and finalised independently by Sport Integrity Australia. This removes any risk of a conflict of interest or perceptions of bias.

The Complaints, Disputes and Discipline Policy sets out the process for how complaints will be managed by Sport Integrity Australia, including how disputes will be resolved and disciplinary action imposed.

### What issues will Sport Integrity Australia manage?

Under the Policy, Sport Integrity Australia will look into any issue defined as 'Prohibited Conduct' within these policies:

-  Child Safeguarding Policy
-  Member Protection Policy
-  Competition Manipulation and Sport Wagering Policy
-  Improper Use of Drugs and Medicine Policy
-  National Integrity Framework.

### What does Sport Integrity Australia not manage?

Sport Integrity Australia will not manage complaints in relation to eligibility and selection, employment matters, competition-related rules, personal grievances, code of conduct or governance matters. These will be managed by the sport.

In addition, this Policy is forward-looking and puts in place a new process to protect the future of Australian sport. As such, Sport Integrity Australia is only authorised to handle complaints about things that happened after the date a sport adopts the Complaints, Disputes and Discipline Policy.

Poor conduct which occurred before this date should be reported to the National Sporting Organisation, as Sport Integrity Australia is not authorised to begin a disciplinary process against a person or organisation prior to the Policy coming into effect.

Participants can report historical issues to Sport Integrity Australia if they choose. This information can then be used in ways other than a formal complaint process, to make sure similar behaviour doesn't reoccur in future – for example, to help build education and intervention programs. Sport Integrity Australia can also pass the information to someone else who may be able to take action if appropriate (for example, police or a child protection agency). Wellbeing support will be offered throughout this process.



## What is the complaint process?

Complaints regarding Prohibited Conduct should be made to Sport Integrity Australia as soon as reasonably possible. Complaints must be made online at [www.sportintegrity.gov.au](http://www.sportintegrity.gov.au).

Once a complaint is received, Sport Integrity Australia will assess it to determine whether it is within the scope outlined on the previous page. A complaint could be referred for mediation between the parties involved, if appropriate. Alternatively, Sport Integrity Australia may investigate as required, which includes advising the person accused of wrongdoing so they have an opportunity to respond, contacting any witnesses, and seeking other evidence. Sport Integrity Australia will offer all participants access to wellbeing services through this process.

If there is not enough evidence to substantiate the allegation, the matter will end and all parties will be notified. If Sport Integrity Australia believes the alleged conduct is more likely to have occurred than not, they will issue a Breach Notice, including a sanction, to the person who breached the sport integrity policy.

There will be an opportunity for the person given the Breach Notice to challenge the outcome in a hearing, which will be run by either the sport or the National Sports Tribunal.

Sport Integrity Australia may also refer matters to an external organisation such as to law enforcement or a child protection agency if required.

## Find out more

For more information on the National Integrity Framework, and the Complaints, Disputes, and Discipline Policy, visit [www.sportintegrity.gov.au](http://www.sportintegrity.gov.au) or contact the Sports Engagement team at [engagement@sportintegrity.gov.au](mailto:engagement@sportintegrity.gov.au).

## Disclaimer

This fact sheet does not replace the National Integrity Framework Complaints, Disputes and Discipline Policy. The Policy applies and overrules this fact sheet in any instances.

