



## **Before you complete this Form have you considered contacting a Member Protection Information Officer (MPIO)?**

The MPIO provides confidential information and support to the person with the concern or who is considering a complaint. The role will assist individuals understand their options within the SOA complaints process.

The MPIO is available as a resource for the state and all its members but does NOT investigate, resolve or mediate complaints.

The MPIO are impartial and will maintain confidentiality throughout the process, unless otherwise required by law.

To obtain contact information for an MPIO please call **1300 225 762**.

## **PART A – YOUR DETAILS (THE COMPLAINANT)**

First name:

Last name:

Email:

Mobile:

Phone:

**If you are complaining on behalf of someone else, please provide the following details about this person.**

First name:

Last name:

What is your relationship to them?

**If someone is assisting you with the complaint, for example, a legal representative, advocate or friend, please provide the following details about this person.**

First name:

Last name:

### **Special Olympics Australia**

PO Box 62, Concord West NSW 2138

**Phone** +61 2 8116 9833 | **Fax** +61 2 8732 1629

**Email** [info@specialolympics.com.au](mailto:info@specialolympics.com.au)

**www** [www.specialolympics.com.au](http://www.specialolympics.com.au)



Organisation (if applicable):

Email:

Phone/Mobile:

If you or any of the above named individuals need assistance to participate in the complaint process, please explain the assistance required:

## **PART B – WHO IS THE COMPLAINT ABOUT?**

### **Person/Organisation 1**

Name of person or organisation:

Email:

Phone:

Mobile:

What is their relationship to you?

### **Person/Organisation 2**

Name of person or organisation:

Email:

Phone:

Mobile:

What is their relationship to you?

Note: If you are complaining about more than two people or organisations, please provide information about each additional person or organisation.

## **PART C – WHAT ARE YOU COMPLAINING ABOUT?**

I am complaining because:

**When did the alleged event(s) happen?**

**What happened?**

Describe the event(s) that you want to complain about. We need to know what you say happened, where it happened and who was involved. Please give us as much details that you can remember and any dates.

**Have you raised this complaint with anyone else in Special Olympics in an attempt to resolve it informally?**

Yes (provide details – who you spoke to, what was their response etc.):

No (provide reason):

Signature:

Date:

## Supporting documents

Please attach copies of any documents that support the claims in your complaint. For example - letters, emails, reports, text messages.

## How do you think this complaint could be resolved?

## PART D – LODGING THE COMPLAINT

Please send/or give this complaint form to the Vice Chair of your Club. If you believe your complaint cannot be appropriately addressed at the club level you can lodge your complaint with the Zone Vice Chair\*\*\*.

\*\*\*If your complaint refers to a concern or allegation of abuse of a child or adult please go directly to the National Complaints Officer on **1300 225 762**.