

Complaint Process

Process	Supported by Policy
<p>Written Complaint received through Head Coach/NSWIS OEC member/Sport</p>	<p>By pass Informal procedures of Grievance Handling and Dispute Resolution Policy. Move straight to Lodged Formal Grievance</p>
<p>Acknowledge receipt of Complaint Speak with Complainant, explain our process</p> <ul style="list-style-type: none"> • Will keep records • Importance of natural justice and due process • Importance of confidentiality • Will follow this process • May choose to have support person • Will keep informed, explain decision making <p>Arrange to discuss in more depth the content of complaint within 48 hours</p> <ul style="list-style-type: none"> - Desired outcome - Facts/Feelings - Seriousness - Options to handle complaint - 	<p>GHDR Policy 9.2.2</p> <p>GHDR Policy 7.</p> <p>Athlete Scholarship Agreement and NSWIS Athlete Disciplinary Guidelines</p>
<p>Advise Respondent regarding Grievance verbally within 48 hours Provide written documentation regarding Complaint (NSWIS letter of advice, Complaint letter, reference to breaches within Athlete Scholarship Agreement, copy of NSWIS Athlete Disciplinary Guidelines and Grievance Handling & Dispute Resolution Policy) and process will follow</p> <ul style="list-style-type: none"> • Will keep records • Importance of natural justice and due process • Importance of confidentiality • Will follow process • May choose to have support person • Will keep informed, explain decision making <p>If Complaint not lodged through Sport or Head Coach advise them that complaint has been made and provide them with process that will be followed Request written response to allegations Arrange for interview with Respondent to discuss</p> <ul style="list-style-type: none"> - Written response - clarify facts - Identify issues - explore resolutions 	<p>GHDR Policy Investigating the Grievance</p> <p>Athlete Scholarship Agreement and NSWIS Athlete Disciplinary Guidelines</p>
<p>Investigation</p> <ul style="list-style-type: none"> - Interview any involved parties - Gather information - Seek external/internal advice as required - Record what has happened 	<p>GHDR Policy Investigating the Grievance</p>
<p>Conclusion/Recommendation</p>	<p>GHDR Policy Investigating the</p>

<ul style="list-style-type: none">- Make recommendations- Develop plan of Action- Advise all parties- Implement- Review- Appeal provisions	Grievance, 9.2.3, 9.2.4 and 9.2.5 Athlete Scholarship Agreement and NSWIS Athlete Disciplinary Guidelines
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