



RESOLVING AN HARASSMENT COMPLAINT - STEP BY STEP

If a complaint is made, these steps should be followed:

- Step 1** The complainant should ask the person to stop the behaviour (ensure accurate records of incidents, including time, date, place, witnesses etc, are documented).
- Step 2** If the behaviour continues, or if the complainant feels uncomfortable broaching the issue, the complainant should bring the matter to the attention of the **Harassment Contact Officer ('HCO')**. The HCO is **Greg Doyle**.
- Step 3** Obtain advice on procedures from the HCO. The complaint may be resolved informally, for example with an apology.
- Step 4** If there is no resolution and the complainant would like to proceed, the HCO refers the complaint to the **Harassment Grievance Officer ('HGO')**, or assistance from is sought from an external agency. The HGO is **Ruth Goldschmidt**.
- Step 5** The HGO investigates and informs the person(s) complained about of the allegations.
- Step 6** The HGO interviews both parties separately, confidentially and impartially. Both parties must have a chance to state their case, give an explanation and put forward their defence. All parties must be heard and relevant submissions considered.
- Step 7** The HGO writes confidential records of the complaint process unless disclosure is necessary for further processes.
- Step 8** The HGO attempts mediation/conciliation between the parties.
- Step 9** The HGO achieves resolution and follows up to make sure there is no repetition of the behaviour.
- Step 10** In cases of a serious allegation or dispute, the HGO refers the matter to the sports management for investigation and possible disciplinary action.
- Step 11** If internal conciliation is unsuccessful or inappropriate, the complainant puts a written complaint to an external agency, for example, the NSW Anti-Discrimination Board. This can be done with the support of the HGO.

At any stage, it is the prerogative of the complainant to proceed with, or dissolve a complaint