



SWIMMING AUSTRALIA CHILD WELFARE POLICY

GENERAL INFORMATION AND PROCEDURES

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GENERAL INFORMATION AND PROCEDURES

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1. COMPLAINTS HANDLING PROCEDURES

The following Complaints Procedures are to be used in order to ensure the principles of Natural Justice are followed in all aspects of handling or conducting Complaints, allegations, investigations, tribunals and disciplinary measures.

All complaints will be dealt with in a fair, timely and transparent manner. All complaints will be treated seriously.

Individuals will be provided with an informal or formal process to resolve the matter, along with access to an external complaint handling body, based on their preferences and the nature of the complaint.

There will also be an appeals process for those matters where it is required.

As far as possible confidentiality will be maintained and we will ensure that no one is victimised for making, supporting or providing information about a complaint.

SAL, Member Associations and Affiliates should follow and implement the following Complaints Procedures:

- 1.1 Complaints Procedure
- 1.2 Mediation Procedure
- 1.3 Investigation Procedure – Other than for Child Abuse
- 1.4 Investigation Procedure – For allegations of Child Abuse
- 1.5 Hearing and Appeals Tribunal Procedure
- 1.6 Disciplinary Measures

1.1 COMPLAINTS PROCEDURE

A Complaint can be about an act, behaviour, omission, situation or decision that someone believes is a breach of this Policy. Complaints will always vary. They may:

- (a) be about individual or group behaviour;
- (b) be extremely serious or relatively minor; and
- (c) be about a single incident or a series of incidents.

The person about whom the allegation is made may admit to the allegations or emphatically deny them.

Given all of the variables that can arise, this Complaints Procedure provides a step-by-step process that people may use at any stage. Organisations and individuals to which this Policy applies may also pursue their Complaint externally under anti-discrimination, child-protection or other relevant legislation but such action does not affect the application of the Complaints Procedures.

All Complaints will be kept confidential and will not be disclosed to another person without the Complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the Complaint.

INFORMAL APPROACHES

Step 1: Talk with the other person (if safe, reasonable and appropriate)

As a first step, if the Complainant feels able to do so, they should try to sort out the problem with the person or people involved.

Step 2: Contact a Member Protection Officer (or similar)

If:

- the first step is not possible or reasonable;
- the Complainant is not sure how to handle the problem by themselves;
- the Complainant just wishes to talk confidentially about the problem with someone and get further information about what they can do; or
- the problem continues after the Complainant tried to approach the person or people involved,

then the Complainant should talk, in the first instance with an MPIO. A list of MPIO's will be available through the Complainant's club or state swimming association.

The MPIO role is to:

- take notes about the Complaint (which will be kept in a secure and confidential place);
- try to sort out the facts of the problem;

- ask what outcome or how the Complainant wants the problem resolved and if they need support;
- provide possible options to resolve the problem;
- explain how the Complaints Procedure works;
- act as a support person if the Complainant so wishes;
- refer the complainant to an appropriate person to help resolve the problem;
- inform the relevant Government authorities, including the police, if required by law to do so; and
- maintain strict confidentiality except if law requires disclosure or if disclosure is necessary to effectively deal with the Complaint.

For Complaints relating to child abuse, fraud or criminal behaviour, the MPIO is under a positive obligation to forward details of the Complaint to the CEO of the Involved Organisation and where required by law to advise the Police.

Step 3: Outcomes from the Initial Contact

After talking with the MPIO the Complainant may decide:

- there is no problem;
- the problem is minor and the Complainant does not wish to take the matter forward;
- to try and work out a personal resolution (with or without a support person such as a MPIO);
- to seek an informal mediated resolution with the help of a third person (such as a mediator or a Manager); or
- to resolve the matter through a formal process.

If the Complainant wishes to remain anonymous, the Involved Organisation cannot assist to resolve the Complaint. The Involved Organisation must follow the principles of Natural Justice and be fair to both sides. This means that the Involved Organisation or the Complainant may be required to provide the person or people complained about with full details of the Complaint so they have a fair chance to respond to all the allegations.

FORMAL APPROACHES

Step 4: Making a Formal Complaint

If the Complaint is not resolved to the Complainant's satisfaction, they may:

- make a formal Complaint in writing to the CEO of the Involved Organisation; or
- approach the relevant external agency for advice (such as an anti-discrimination or equal opportunity commission).

If the Complaint is against a CEO, then the Complaint should be lodged with the President or Chairman of the Involved Organisation, who should follow the Complaints Procedure.

Step 5: Hearing Officer Process

If the Complainant decides to make a formal Complaint in writing under Step 4, the CEO of the Involved Organisation should, on receiving the formal Complaint and based on the material provided, decide whether:

- he or she is the most appropriate person to receive and handle the Complaint;
- the nature and seriousness of the Complaint warrants a formal resolution procedure in accordance with the Complaints Procedure (for example, some Complaints may be of a minor or purely personal nature with no connection to the activities of the organisation);
- to appoint a person “the investigator” (an independent person) to investigate the Complaint;
- to refer the Complaint to an informal or formal mediation session;
- to refer the Complaint to a Hearing Tribunal;
- to refer the matter to the Police or other appropriate authority; or
- to implement any interim administrative or other arrangements that should apply until the processes set out in this Complaints Procedure are completed.

In making the decision outlined above, the CEO of the Involved Organisation should take into account:

- whether he or she has had any personal involvement in the circumstances giving rise to the Complaint and, if so, whether he or she has a conflict of interest or his or her ability to impartially manage the Complaint is compromised or may appear to be compromised;
- whether, due to the nature of the Complaint, specific expertise or experience may be required to manage the Complaint;
- the wishes of the Complainant, and the wishes of the Respondent, regarding the manner in which the Complaint should be handled;
- whether, due to the nature of the Complaint, the relationship between the Complainant and the Respondent and any other relevant factors, the Complaint should be referred (or should not be referred) to informal or formal mediation or to a Hearing Tribunal. Relevant factors may include an actual or perceived power imbalance, the nature of any ongoing working relationship between the Complainant and the Respondent, and the personal attributes of the Complainant and the Respondent (for example, if one party does not speak English fluently, some of the possible Complaints resolution mechanisms may not be appropriate);
- the nature and sensitivity of any information or other material that must be provided by the Complainant, the Respondent, and any of the other people involved in the Complaint;

- whether the facts of the Complaint are in dispute; and
- the urgency of the Complaint, including the likelihood and the consequences (if the Complaint is ultimately proven) that the Complainant may be subject to further unacceptable behaviour while the processes set out in this Complaints Procedure are being conducted.

If the CEO of the Involved Organisation is the appropriate person to handle the Complaint he or she should, to the extent that these steps are necessary:

- obtain full information from the Complainant about the Complaint and how the Complainant wants it resolved (if this information has not already been obtained through earlier steps);
- put the information received from the Complainant to the Respondent and ask the Respondent to provide their side of the story;
- decide whether they have enough information to determine, on the balance of probabilities, whether the matter alleged did or did not happen; or
- determine what, if any, further action to take. This action may include disciplinary action in accordance with the Involved Organisation's Constitution and by-laws, appointing a person to investigate the Complaint, referring the Complaint to a mediation session or a Hearing Tribunal or referring the Complaint to the police or other appropriate authority.

Step 6: Resolution Process

If:

- a person is appointed to investigate the Complaint under **Step 5**, the Investigator should conduct the Investigation and provide a written report to the CEO of the Involved Organisation who may refer it to a Hearing Tribunal, to determine what, if any, further action to take. The CEO may direct the Investigator to make further enquiries and obtain additional information, may take disciplinary action in accordance with section 1.5 or may refer the Complaint to a mediation session, a Hearing Tribunal or the police or other appropriate authority;
- the Complaint is referred to a mediation session under **Step 5**, the mediation session should be conducted in accordance with section 1.2 or as otherwise agreed by the Complainant and the Respondent;
- the Complaint is referred to a Hearing Tribunal under **Step 5**, the hearing will be conducted in accordance with section 1.4 ; and
- the Complaint is referred to the police or other appropriate authority under **Step 5**, the Involved Organisation should provide reasonable assistance lawfully required by the police or other appropriate authority.

Step 7: Reconsideration of the Initial Outcome, Investigation or Appeal

If, under **Step 6**, an informal or formal mediation session is conducted, and the parties cannot reach a mutually acceptable mediated solution to the Complaint, the

Complainant may request that the CEO reconsider the Complaint in accordance with **Step 5**. This must be done within 14 days of the initial decision.

The complainant may be entitled to appeal to an Appeals Tribunal / Involved Organisation Board (at State Level) where:

- under **Step 5**, a decision was made by the CEO:
 - not to take any action; or
 - to take disciplinary action; or
- under **Step 6**, a decision was made by the CEO or a Hearing Tribunal:
 - not to take any action; or
 - to take disciplinary action.

The grounds for appeal and the process for appeals under this Policy are set out in section 1.4.

If the internal complaints processes set out in this Policy do not achieve a satisfactory resolution or outcome, where it would be impossible to get an impartial resolution within the Involved Organisation, the Complainant may choose to approach an external agency such as an equal opportunity commission to assist with a resolution.

Step 8: Documenting the Resolution

The CEO (or nominated officer) should document the Complaint, the process followed and the outcome. This document should be stored in a confidential and secure place. If the Complaint was dealt with at a State level, the information should be stored by the State Swimming Association. If the matter is of a serious nature, or if the matter was escalated to or dealt with at the national level, the original document should be stored by the national office with a copy retained by the state office.

External procedure

There may be a range of external options available to the Complainant depending on the nature of the Complaint. Where the Complainant feels that they have been Harassed or Discriminated against, they can seek advice from their State or Territory equal opportunity commission without being obliged to make a formal Complaint.

1.2 MEDIATION

Mediation is a process that allows the people involved in a complaint to talk through the issues with an impartial person – the mediator – and work out a mutually agreeable solution.

The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to talk through the issues and makes sure that the process is as fair as possible for all concerned.

This section outlines the general procedure of mediation:

1. Mediation may occur either before or after an investigation of the Complaint under **Step 6** of the complaints procedure.
2. Mediation may only be recommended if:
 - both parties have had their chance to tell their version of events to the MPIO;
 - the MPIO does not believe that any of the allegations warrant any form of disciplinary action. Serious allegations should not be mediated, even if both parties would like to attempt mediation; and
 - mediation looks like it may work.
3. We recognise that there are some situations where mediation will not be appropriate, including:
 - when the people involved have completely different versions of the incident
 - when one or both parties are unwilling to attempt mediation
 - when the issues raised are sensitive in nature
 - when there is a real or perceived power imbalance between the people involved
 - matters that involve serious, proven allegations.
4. The MPIO or CEO should, in consultation with the Complainant and the Respondent(s), appoint a Mediator to help resolve the Complaint. The MPIO's or CEO's choice of Mediator will be final.
5. The mediator will talk with the complainant and respondent(s) about how the mediation will take place and who will participate. At a minimum, the mediator will prepare an agenda of issues to be discussed.
6. All issues raised during mediation will be treated confidentially. We also respect the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
7. For the avoidance of doubt, neither party is entitled to be represented by a legal practitioner at the mediation.
8. At the end of a successful mediation the mediator will prepare a document that sets out the agreement reached between the Complainant and Respondent(s) and they should sign it as their agreement. We expect the parties involved to respect the terms of the agreement.
9. If the formal Complaint is not resolved by mediation, the Complainant may:
 - a) write to the CEO to request reconsideration of the Complaint in accordance with **Step 5** of the Complaints Procedure; or
 - b) approach an external agency such as an anti-discrimination commission or equal opportunity commission to resolve the matter.

1.3 INVESTIGATION PROCESS – FOR MATTERS OTHER THAN CHILD ABUSE

There will be times when a complaint will need to be investigated and evidence gathered. An investigation helps determine the facts relating to the incident, as well as possible findings and recommendations. Any investigation that we conduct will be fair to all people involved.

If an investigation is to be conducted it is strongly recommended that the following steps be followed:

1. A written brief should be provided to the Investigator to ensure the terms of engagement and scope of the Investigator's role and responsibilities are clear.
2. The Complainant should be interviewed and the Complaint documented in writing.
3. The details of the Complaint will be conveyed to the person/people complained about (Respondent(s)) in full. The Respondent(s) should be given sufficient information to enable them to properly respond to the Complaint.
4. The Respondent(s) should be interviewed and given the opportunity to respond. The Respondent(s) response to the Complaint should be documented in writing.
5. If there is a dispute over the facts, then statements from witnesses and other relevant evidence should be obtained to assist in a determination.
6. The Investigator should make a finding, on the balance of probabilities, as to whether the Complaint is:
 - Substantiated (there is sufficient evidence to support the Complaint);
 - Inconclusive (there is insufficient evidence either way);
 - Unsubstantiated (there is sufficient evidence to show that the Complaint is unfounded or not enough evidence to substantiate the Complaint); or
 - Mischievous, vexatious or knowingly untrue.
7. A report documenting the Complaint, the investigation process, evidence, finding and, if requested, recommendations, should be given to the CEO (or nominated officer) who may refer it to a Hearing Tribunal to determine what, if any, further action to take.
8. A report documenting the Complaint and summarising the investigation process and key points that were found to be substantiated, inconclusive, unsubstantiated or mischievous should be provided to the Complainant and the Respondent(s).
9. Both the Complainant and the Respondent(s) are entitled to support throughout this process from their chosen support person/adviser (e.g. MPIO or other person).

10. The Complainant and the Respondent(s) may have the right to appeal against any decision based on the investigation.

Information on the appeals process can be found at section 1.4.

More detailed information on conducting internal investigations can be found at:

www.ausport.gov.au/supporting/ethics/resources/info_sheets

1.4 INVESTIGATION PROCEDURE – FOR ALLEGATIONS OF CHILD ABUSE

If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 000.

Fact sheets on reporting allegations of child abuse in different states and territories are available at www.playbytherules.net.au.

An allegation of Child Abuse is a very serious matter and must be handled with a high degree of sensitivity. The initial response to a Complaint that a Child has allegedly been abused should be immediate if the incident is serious or criminal in nature while less serious or urgent allegations should be actioned as soon as possible, preferably within 24 hours.

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

All people working with SAL, Member Associations and Clubs in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below:

Step 1 – Receive the allegation and clarify basic details

- Any complaints, concerns or allegations of Child Abuse should be made or referred to the CEO of the Involved Organisation.
- The initial response of the person that receives the Complaint from the Child (or person on behalf of the Child) is crucial to the well-being of the Child. It is very important for the person receiving the information to follow these guidelines:

Do	Don't
Listen and be supportive.	Do not challenge or undermine the child
Make sure you are clear about what the child has told you	Do not seek detailed information, ask leading questions or offer an opinion.
Remain calm	Do not express shock, panic or disbelief
Reassure the child that what has occurred is not his or her fault	Do not discuss the details with any person other than those detailed in these procedures.
Explain that other people may need to be told in order to stop what is happening.	Do not contact the alleged offender.
Promptly and accurately record the discussion in writing.	
Ensure the child is safe	

- The person receiving the Complaint should obtain and clarify basic details (if possible) such as:
 - Child's name, age and address;
 - person's reason for suspecting abuse (observation, injury or other); and

- names and contact details of all people involved, including witnesses.

Step 2 – Report allegations of a serious or criminal nature

- If the allegation involves a Child at risk of harm (including neglect or where the Child's parents or guardians are suspected of committing the Child Abuse) or an incident of serious or criminal nature (eg: sexual abuse), the incident should immediately be reported to the police or other appropriate Government agency (you may need to report to both) and the CEO of SAL. The Police or other appropriate Government agency should be contacted for advice if there is any doubt about whether the Complaint should be reported. It is not necessary for the person reporting the Child Abuse to know for sure if the Child Abuse is happening.

Step 3 – Protect the child

- The CEO of the Involved Organisation should assess the risks and take interim action to ensure the Child's safety and the safety of other Children. Some options could include redeployment of the alleged offender to a position where there is no unsupervised contact with children or removal or suspension from his or her duties until any investigations have been conducted..
- Legal advice should be sought before any interim steps are made if the person is in paid employment with the Involved Organisation.
- The CEO of the Involved Organisation will consider what services may be most appropriate to support the child and his or her parent/s.
- The CEO of the Involved Organisation should also address the support needs of the alleged offender. Supervision of the person should ideally occur with the knowledge of the person. If stood down, it should be made clear to all parties that are aware of the incident that this does not mean the person is guilty and a proper investigation still needs to be undertaken.

Step 4 – Take internal action

- For allegations of a serious or criminal nature (for example, sexual abuse) up to three different investigations could be undertaken to examine allegations that are made against a person to whom this policy applies, including:
 - a criminal investigation (conducted by the police);
 - a child protection investigation (conducted by the relevant child protection agency); and/or
 - a disciplinary or misconduct inquiry/investigation the Involved Organisation.
- Regardless of the findings of the police and/or child protection agency investigations, the Involved Organisation should carry out its own internal investigation in accordance with this policy's procedures but may hold over its investigation pending the finalisation of the other investigations.
- When appropriate, the CEO of the Involved Organisation will then appoint an independent person with appropriate expertise to conduct an investigation. The Investigator should:
 - contact the parents or guardians of the Child at an appropriate time and as directed by the police or relevant Government agency;
 - if appropriate, meet with parents or guardians and the Child to clarify the incident and offer support on behalf of the Involved Organisation;

- meet with the Respondent against whom the allegation refers at an appropriate time and give the Respondent an opportunity to explain or respond to the allegation and identify any witnesses and supporting evidence. The person should have an opportunity to invite a support person or advisor to attend at a meeting and should be offered support (example, professional counselling) if necessary;
 - obtain a signed statement and record of interview from the Respondent;
 - make contact with any witnesses and obtain written and signed statements outlining details of the allegation (what happened, when, how); and
 - obtain other information that could assist in making a decision on the allegation, including any findings made by the police, the child protection authority and/or the courts..
- The information collected during the investigation can be made available to the Police or relevant authorities.
 - Strict confidentiality, impartiality, fairness and due process must be maintained at all times.

For allegations of a less serious nature (e.g. verbal abuse):

- Where possible, appoint an independent person, the Investigator with appropriate expertise to make contact and meet with each of the people involved to obtain details of the allegation.
- The Investigator should follow the procedure set out in section 1.3.

Step 5 – Record and analyse all information

- If an internal investigation was conducted under Step 4, the Investigator will provide a report to the CEO.
- The CEO may direct the Investigator to make further enquiries and obtain additional information, or may refer the Complaint to a Hearing Tribunal.
- If a Hearing Tribunal is convened, Tribunal Members should consult with the CEO of the Involved Organisation and the police and relevant Government agency about the timing for any Hearing Tribunal to occur.
- The CEO and Panel Members will remain separate and at arms length from the Investigator.
- If the Complaint is referred to a Hearing Tribunal, the Hearing will be conducted in accordance with section 1.5.
- The Hearing Tribunal will consider all the information and determine a finding. It will also recommend action and its rationale for the action.

Step 6 – Undertake disciplinary action

- For incidents of a serious or criminal nature, consideration must be given to the findings of the Police, Courts or the other Government agency before the Hearing Tribunal.
- If disciplinary action is to be taken, follow the procedures outlined in section 1.6 of this Policy.
- Implement any disciplinary decision recommended by the CEO or the Hearing Tribunal.

- Check with the relevant Police or Government authority to see if you need to forward a copy of the Investigation Report (e.g. the NSW Commission for Children and Young People requires notification of relevant employment proceedings).
- Complete the report form in Part 2 of this Policy. Retain the original in a secure place and forward a copy to the CEO of SAL.

1.5 HEARING TRIBUNAL PROCEDURE AND APPEALS PROCEDURE

The following Hearing Tribunal procedure should be followed by hearing tribunals established by Involved Organisations to deal with Complaints pursuant to this Policy in accordance with the principles of natural justice.

Preparing for a Hearing Tribunal

1. For all Child Welfare matters, where appropriate, a Hearing Tribunal Panel should be constituted as set out below. For all Child Abuse matters a Hearing Tribunal Panel will be constituted at a State level as set out below.
2. The CEO of the Involved Organisation, which in the case of a Child Abuse matter should be the CEO of the State Member Association or Affiliate should organise for a Hearing Tribunal to be convened to hear a Complaint by notifying Panel Members that they are required to hear a Complaint. The Panel Members should be provided with a copy of all the relevant correspondence, reports or information received and sent by the CEO relating to the Complaints.
3. The Hearing Tribunal should be scheduled as soon as practicable, but must allow adequate time for the Respondent(s) to prepare to respond to the Complaint.
4. The number of Panel Members required to be present throughout the Hearing Tribunal Process should be three.
5. The Hearing Tribunal will not include any person who has any actual or perceived conflict of interest, preconceived opinions, vested interests or personal involvement relating to the Complaint.
6. The Hearing Tribunal should comprise at least one person who has knowledge, and preferably experience, of any relevant laws relating to the Complaint (e.g. anti-discrimination).
7. One of the Panel Members shall be appointed Chairperson by the CEO of the Involved Organisation.

If for any reason three Panel Members are not maintained, the discontinuing member may be replaced if it is considered appropriate by the Chairperson. Factors to consider should include the circumstances of the Complaint and the ability of the new Panel Member to be reasonably and impartially informed of the hearing evidence up until the time of his or her appointment. If the Chairperson believes it is not appropriate for a new Panel Member to be appointed then the Tribunal should be rescheduled to a later date. The Chairperson will inform the CEO of the Involved Organisation of the need to reschedule, and the CEO of the Involved Organisation should organise for the Hearing Tribunal, with a new Panel, to be reconvened.

8. The CEO will inform the Respondent by written notification that a Hearing Tribunal will take place. The written notification will outline:
 - that the Respondent has a right to appear at the Hearing Tribunal to defend the Complaint/allegation;

- details of the Complaint, including any relevant policy or regulations which have allegedly been breached (if there is more than one Complaint these should be set out separately);
- the date, time and venue of the Hearing Tribunal;
- that the Respondent can make either verbal or written submissions to the Hearing Tribunal;
- that the Respondent may arrange for witnesses to attend the Tribunal hearing to support their position (statutory declarations of witnesses not available to attend and from character witnesses may also be provided to the Tribunal hearing);
- an outline of any possible penalties that may be imposed if the Complaint is found to be true; that legal representation will not be allowed; and
- that if the Respondent is considered a Child, they should have a parent or guardian present.

A copy of any information / documents that have been given to the Hearing Tribunal should also be provided to the Respondent subject to the approval of such action by the Chair of the Hearing Tribunal.

9. The Respondent may be allowed to participate in all swimming activities and events, pending the decision of the Hearing Tribunal, including any Appeal Process, unless the CEO of the Involved Organisation believes it is warranted to exclude the Respondent from all or some activities and events, after considering the nature of the Complaint.

Where the CEO decides to take such exclusory action, such action will not be taken as an indication that a breach has been found to occur but will be simply based on the precautionary principle or for the benefit of all parties.

10. The CEO will inform the Complainant by written notification that a Hearing Tribunal will take place. The written notification will outline:
 - that the Complainant has a right to appear at the Hearing Tribunal to support their Complaint;
 - details of the Complaint, including any relevant policies or regulations which have allegedly been breached. If there is more than one Complaint these should be set out separately);
 - the date, time and venue of the Hearing Tribunal;
 - that the Complainant can make either verbal or written submissions to the Hearing Tribunal;
 - that the Complainant may arrange for witnesses to attend the Hearing Tribunal in support of their position;
 - that legal representation will not be allowed; and

- that if the Complainant is considered a Child, they should have a parent or guardian present.

A copy of any information or documents that have been given to the Hearing Tribunal will also be provided to the Complainant subject to the approval of the Chair of the Hearing Tribunal.

11. If the Complainant believes the details of the Complaint are incorrect or insufficient they should inform the CEO as soon as possible so that the Respondent and the Tribunal can be properly informed of the Complaint.

Hearing Tribunal Procedure

12. The following people should be allowed to attend the Hearing Tribunal:
 - the Panel Members;
 - the Respondent;
 - the Complainant;
 - any witnesses called by the Respondent;
 - any witnesses called by the Complainant;
 - any parent or guardian or support person, excluding a legal representative, required to support the Respondent; and
 - any parent or guardian or support person, excluding a legal representative, required to support the Complainant.
13. The Chairperson should call the hearing to order at the designated time and determine if the Respondent is present.
14. If the Respondent is not present and the Chairperson considers that no valid reason has been presented for their absence, the Hearing Tribunal may continue subject to the Tribunal Chairperson being satisfied that all notification requirements under the Hearing Tribunal procedures have been carried out correctly and that the principles of natural justice will not be prejudiced solely by the absence of the Respondent.
15. If the Chairperson considers that a valid reason for the non-attendance of the Respondent is presented, or the Chairperson does not believe the notification requirements have been carried out correctly, then the Hearing Tribunal should be rescheduled to a later date. The Chairperson will inform the CEO of the Involved Organisation of the need to reschedule, and the CEO of the Involved Organisation will organise for the Hearing Tribunal to be reconvened.
16. The Chairperson will read out the Complaint, ask the Respondent if they understand the Complaint being made against them, and if they agree or disagree with the Complaint.
17. If the Respondent agrees with the Complaint, he or she will be asked to provide any evidence or witnesses that should be considered by the Hearing Tribunal when determining any disciplinary measures.

18. If the Respondent disagrees with the Complaint, the Complainant will be asked to describe the circumstances that led to the Complaint being made. The Complainant may:

- refer to brief notes; and
- call witnesses.

The Respondent or their representative may apply to the Hearing Tribunal to be allowed to question the Complainant and their witnesses. It is in the Hearing Tribunal's sole discretion whether the Respondent should be allowed to question the Complainant.

19. The Respondent will then be asked to respond to the Complaint. The Respondent may:

- refer to brief notes; and
- call witnesses.

The Complainant or their representative may apply to the Hearing Tribunal to be allowed to ask questions of the Respondent and their witnesses. It is the Hearing Tribunal's sole discretion whether the Complainant should be allowed to question the Respondent.

20. Both the Complainant and Respondent should be allowed to be present when evidence is presented to the Hearing Tribunal. Witnesses may be asked to wait outside the Hearing Tribunal until required.

21. The Hearing Tribunal may be allowed to:

- consider any evidence, and in any form, that it deems relevant;
- question any person giving evidence; and
- Limit the number of witnesses presented to those who provide new evidence.

22. Video evidence, if available, may be presented. The arrangements for such presentation will be the responsibility of the person/s wishing to offer this type of evidence.

23. If the Hearing Tribunal considers that at any time during the Hearing Tribunal that there is any unreasonable or intimidatory behaviour, the Chairperson has the power to deny any further involvement of the person in the Hearing Tribunal.

24. After all of the evidence has been presented the Hearing Tribunal will make its decision in private. If the Hearing Tribunal believes the Complaint has been substantiated on the balance of probabilities (i.e. more probable than not), the Respondent should then be given an opportunity to address the Hearing Tribunal and make submissions on any disciplinary measures that may be imposed and including but not limited to mitigating circumstances. Any disciplinary measure imposed must be reasonable in the circumstances.

25. All decisions made by the Hearing Tribunal will be based on a majority vote.

26. The Chairperson should announce the decision in the presence of all those involved in the Tribunal Hearing and should declare the Tribunal Hearing closed.
27. Within 48 hours, the Chairperson should:
 - forward to the CEO of the Involved Organisation a copy of the Hearing Tribunal decision including any disciplinary measures imposed; and
 - forward a letter to the Respondent reconfirming the Hearing Tribunal's decision and any disciplinary measures imposed. The letter should also outline the process and grounds for an appeal to be made.
28. The Hearing Tribunal does not need to provide written reasons for its decision.

Appeals Procedure

29. A Complainant or a Respondent who is not satisfied with a decision described in **Step 7** of the Complaints Procedures may lodge one appeal on one or more of the following grounds:
 - that a denial of Natural Justice has occurred;
 - any new evidence which would make the original decision unjust or unsafe; or
 - that the disciplinary measures imposed is unjust or unreasonable.
30. A person wanting to appeal in accordance with clause 29 must lodge a letter stating their intention and the basis for their appeal with the CEO of the Involved Organisation within 21 days of the relevant decision.

If the letter of appeal is not received by the CEO of the Involved Organisation within the relevant time period the right of appeal will lapse.

1. Upon receipt of the letter of appeal, the CEO of the Involved Organisation must then refer the appeal as follows:

Complaint involves an accredited coach (member of ASCTA)

- If the appeal was lodged at Club Level, the CEO of the Involved Club must refer the appeal to the CEO of the relevant District (if applicable) or the CEO of ASCTA, who will convene an Appeal Tribunal to hear the appeal;
- If the appeal was lodged at the District/State level, the CEO of the Involved District must refer the appeal to the CEO of ASCTA, who will convene an Appeal Tribunal to hear the appeal;
- If the appeal was lodged to ASTCA, the CEO must refer the appeal to the CEO of SAL who will convene an Appeal Tribunal to hear the appeal.

Complaint did not involve an accredited coach (member of ASCTA)

- If the appeal was lodged at the Club level, the CEO of the Involved Club must refer the appeal to the CEO of the relevant District (if applicable) or State Swimming Association, who will convene an Appeal Tribunal to hear the appeal;
- If the appeal was lodged at the District level, the CEO of the Involved District must refer the appeal to the CEO of the relevant State Swimming Association, who will convene an Appeal Tribunal to hear the appeal;
- If the appeal was lodged at the State Swimming Association level, the CEO of the State Swimming Association must refer the appeal to the CEO of SAL, who will convene an Appeal Tribunal to hear the appeal; and
- If the appeal was lodged at the national level, the CEO of SAL who will convene an Appeal Tribunal to hear the appeal.

In all cases, if the appeal relates to a criminal matter the CEO of the Involved Organisation must refer the appeal to the CEO of SAL who will convene an Appeal Tribunal to hear the appeal.

2. If the Appeal Tribunal considers that the stated grounds of the appeal do not raise a ground set out in clause 29, then the Appeal Tribunal may dismiss the appeal without a hearing and the person will be notified of this decision and the reasons for this decision.
3. The CEO of the Relevant Organisation shall follow the Tribunal Formation and Notification procedures outlined above in setting up any Appeal Tribunal.
4. If the Appeal Tribunal considers a ground of appeal made out, it may set aside the decision of the Hearing Tribunal and review the matter from the beginning.
5. The same procedure shall be followed by the Appeal Tribunal as applies for the Hearing Tribunal procedure provided that no member of the Appeal Tribunal shall also have been on the Hearing Tribunal from which the decision is being appealed.
6. The decision of the Appeal Tribunal will be final.

1.6 DISCIPLINARY MEASURES

Any disciplinary measure imposed by the CEO, President or Hearing Tribunal under this Policy must:

- Observe any contractual and employment rules and requirements;
- Conform to the principles of Natural Justice;
- Be based on the evidence and information presented and the seriousness of the breach;
- Be within the powers of the CEO of the Involved Organisation or Hearing Tribunal to impose the disciplinary measure; and
- Must be reasonable in all circumstances.

Individual

Subject to contractual and employment requirements, if a finding is made that an individual has breached the Policy (including the SAL Codes of Conduct), one or more of the following forms of discipline may be imposed by the Involved Organisation subject to their Constitution and By-laws after considering the recommendation of the Hearing Tribunal (or where there is an appeal, by the Appeal Tribunal):

1. A direction that the individual make a verbal or written apology;
2. A written warning;
3. A direction that the individual attend counselling to address their behaviour;
4. A direction that the individual do something, or refrain from doing something, to remedy the breach of this Policy;
5. A withdrawal of any awards, placings, records, achievements bestowed in any competition, activities or events held or sanctioned by the Involved Organisation;
6. A demotion or transfer of the individual to another location, role or activity;
7. A suspension of the individual's membership or participation or engagement in a role or activity;
8. Suspension of the individual's membership, appointment or engagement pending formal Police investigation;
9. Recommend that the Involved Organisation suspend the individual's membership, appointment or engagement pending formal Police investigation;
10. Termination of the individual's membership, appointment or engagement;
11. Recommend that the Involved Organisation terminate the individual's membership, appointment or engagement;
12. In the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
13. A monetary fine; or
14. Any other form of discipline that the Involved Organisation considers appropriate.

When imposing any form of discipline, it will be accompanied by a warning that a similar breach of the Policy by that individual in the future may result in the imposition of a more serious form of discipline.

Organisations

Subject to the relevant Constitution and By-laws if a finding is made that a SAL Affiliate, Member Association or an Affiliate of that member Association has breached this Policy (including the SAL Codes of Conduct), one or more of the following forms of discipline may be imposed by the Hearing Tribunal or where there is an appeal, by the Appeal Tribunal:

1. A written warning;
2. A monetary fine;
3. A direction to set aside and remake a decision that is the subject of a Complaint under this Policy;
4. A direction that the organisation do something, or refrain from doing something, to remedy the breach of this Policy;
5. A recommendation that any rights, privileges and benefits provided to that organisation by the national body or other peak association be suspended for a specified period;
6. A recommendation that any funding granted or given to it by SAL cease from a specified date;
7. A recommendation that SAL ceases to sanction events held by or under the auspices of that organisation;
8. A recommendation that the Involved Organisation's membership of SAL be suspended or terminated in accordance with the relevant constitution or rules; or
9. Any other form of discipline that SAL directs to be appropriate under this Policy.

When imposing any form of discipline, it should be accompanied by a warning that a similar breach of this Policy by the organisation in the future may result in more serious form of discipline.

Factors to consider when imposing discipline

The form of discipline to be imposed on an individual or organisation should depend on factors such as:

- Nature and seriousness of the breach;
- In a case where action is taken concurrently with or in lieu of a resolution of a formal Complaint, the wishes of the Complainant;
- If the individual concerned knew or should have known that the behaviour was a breach of the Policy;
- Level of contrition;
- The effect of the proposed disciplinary measures on the individual / organisation including any personal, professional or financial consequences;
- If there have been relevant prior warnings or disciplinary action;
- The ability to enforce the disciplinary measures (eg: if the individual is a parent or spectator that is bound by the Policy); or
- If there are any mitigating circumstances.

1.7 KEY CONTACTS

Contact details for advice or to report an allegation of child abuse:

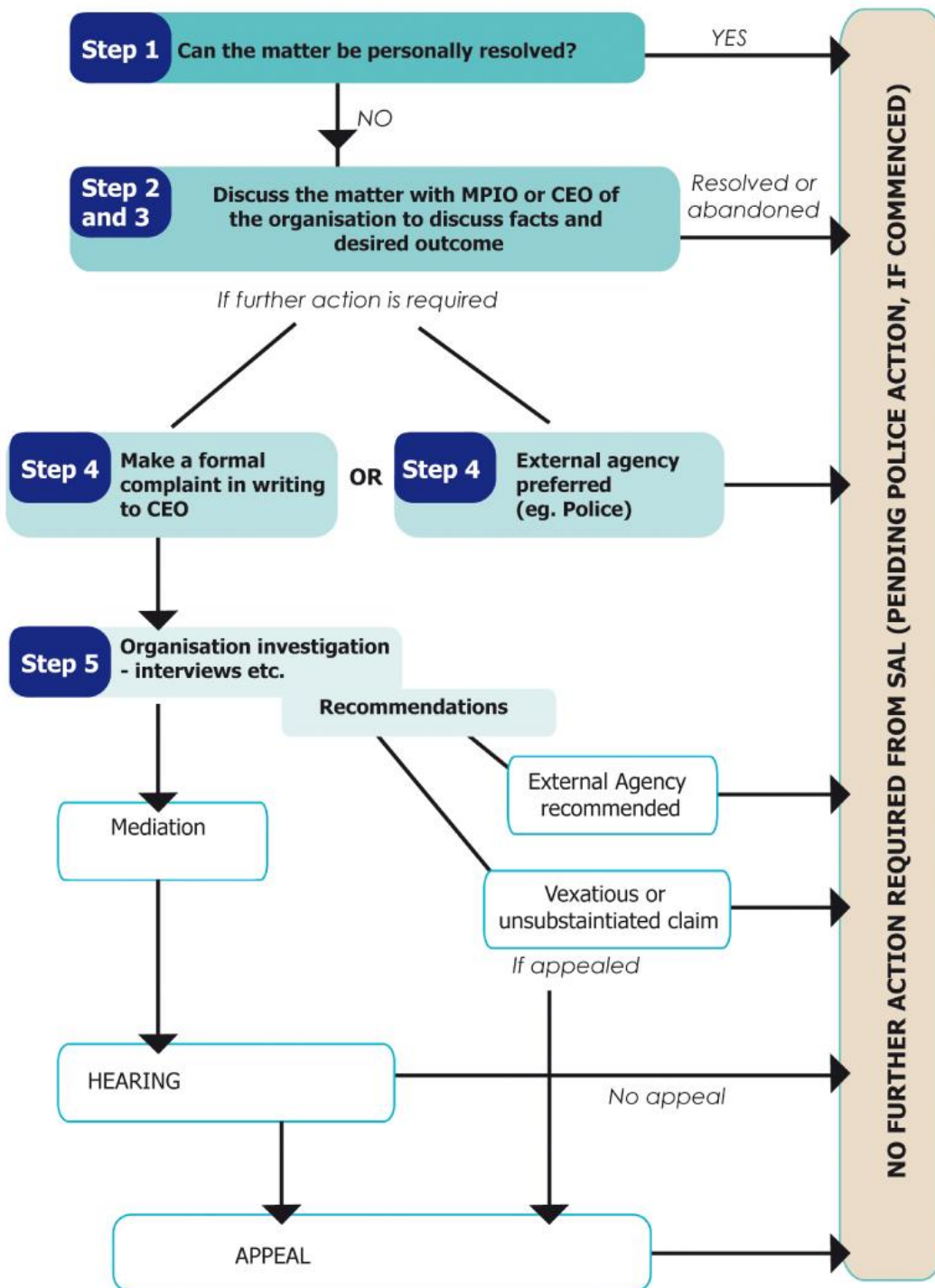
Australian Capital Territory	
ACT Police Non-urgent police assistance Ph: 131 444 www.afp.gov.au	Office for Children, Youth and Family Services www.dhcs.act.gov.au/ocyfs/services/care_and_protection Ph: 1300 556 729
New South Wales	
New South Wales Police Non-urgent police assistance Ph: 131 444 www.police.nsw.gov.au	Department of Community Services www.community.nsw.gov.au Ph: 132 111
Northern Territory	
Northern Territory Police Non-urgent police assistance Ph: 131 444 www.pfes.nt.gov.au	Department of Children and Families www.childrenandfamilies.nt.gov.au Ph: 1800 700 250
Queensland	
Queensland Police Non-urgent police assistance Ph: 131 444 www.police.qld.gov.au	Department of Communities www.communities.qld.gov.au/childsafety Ph: 1800 811 810
South Australia	
South Australia Police Non-urgent police assistance Ph: 131 444 www.sapolice.sa.gov.au	Department for Communities and Social Inclusion www.dcsi.sa.gov.au Ph: 131 478
Tasmania	
Tasmania Police Non-urgent police assistance Ph: 131 444 www.police.tas.gov.au	Department of Health and Human Services www.dhhs.tas.gov.au/children Ph: 1300 737 639
Victoria	
Victoria Police Non-urgent police assistance Ph: (03) 9247 6666 www.police.vic.gov.au	Department of Human Services www.dhs.vic.gov.au Ph: 131 278
Western Australia	
Western Australia Police Non-urgent police assistance Ph: 131 444 www.police.wa.gov.au	Department for Child Protection www.dcp.wa.gov.au Ph: (08) 9222 2555 or 1800 622 258

Key contact details in swimming and anti-discrimination / equal opportunity agencies:

Swimming Australia Limited	Chief Executive Officer General Manager, Community Sport and Stakeholder Relations	(02) 6219 5600 (02) 6219 5645
Swimming Queensland	Chief Executive Officer	(07) 3390 2011
Swimming New South Wales	Chief Executive Officer	(02) 9763 5833
Swimming Victoria	Chief Executive Officer	(03) 9686 5222
Swimming Tasmania	Chief Executive Officer	(03) 6222 6557
Swimming SA	Chief Executive Officer	(08) 7123 0848
Swimming WA	Chief Executive Officer	(08) 9328 4599
Swimming NT	Chief Executive Officer	(08) 8945 3578
Australian Swimming Coaches and Teachers Association	Chief Executive Officer	(07) 3376 0944
Australian Sports Commission	General Enquiries	(02) 6214 1111
Australian Human Rights and Equal Opportunity Commission		(02) 9284 9600
SA Equal Opportunity Commission		(08) 8207 1977 Freecall: 1800 188 163
Queensland Anti Discrimination Commission		(07) 3239 6408
ACT Human Rights Commission		(02) 6207 0576
VIC Human Rights Equal Opportunity Commission		(03) 9281 7111
WA Commission for Equal Opportunity		(08) 9216 3900
NSW Anti Discrimination Board		(02) 9268 5544
NT Anti Discrimination Commission		(08) 8999 1444
Tasmanian Anti Discrimination Commission		(03) 6233 4841

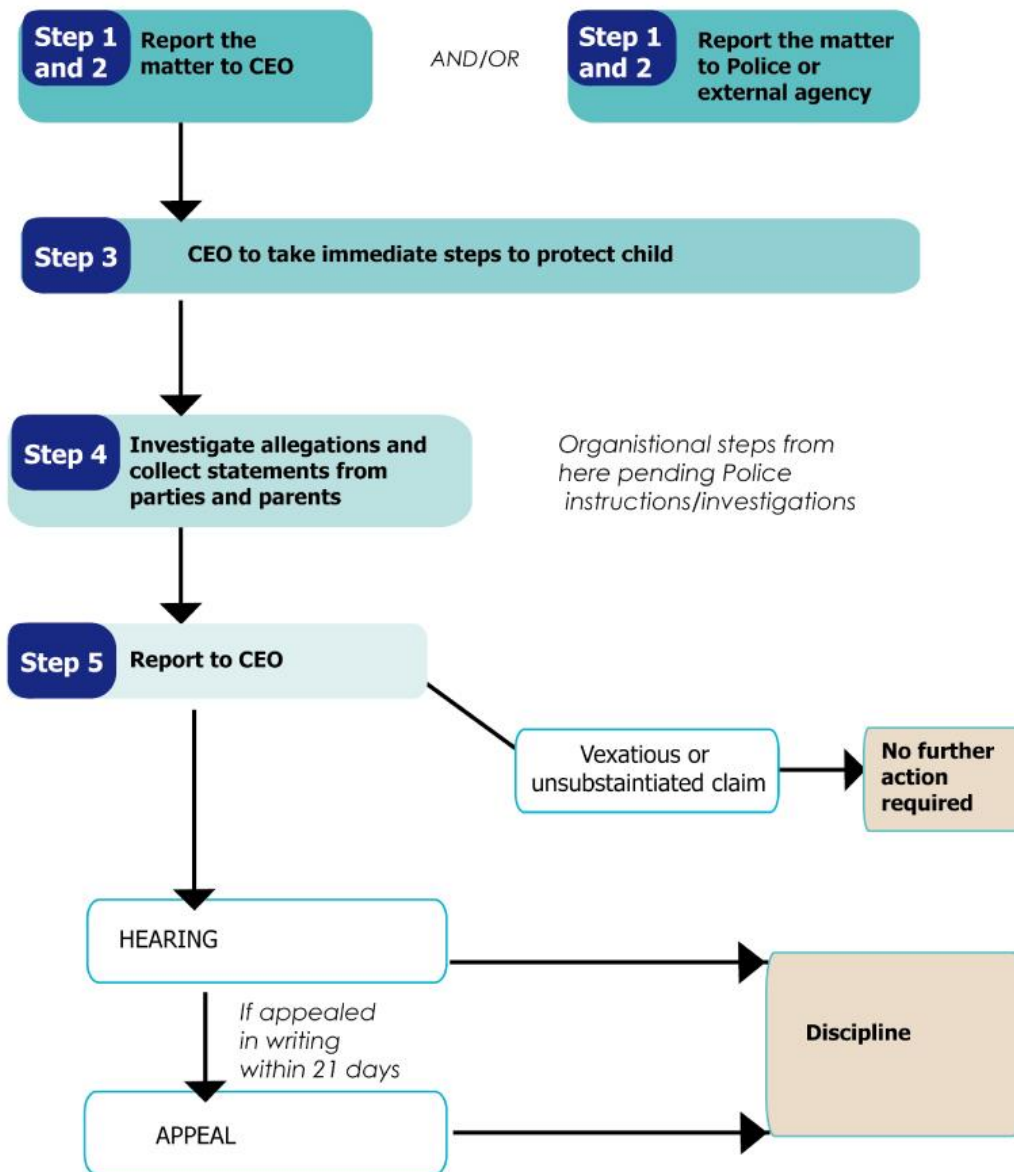
1.8 CHILD WELFARE POLICY PROCESS FLOW CHART

Potential breach of Policy *not* involving Child Abuse



Child Welfare Policy – Child Abuse

Potential breach of Policy involving Child Abuse,
reported to MPIO or CEO



2. REPORTING DOCUMENTS/FORMS

All the complaints we receive, both formal and informal, will be properly documented. This includes recording how the complaint was resolved and the outcome of the complaint.

To assist in consistency and accuracy in following Complaints Procedure and reporting on the issues covered by Swimming Australia Limited's Member Welfare Policy, the following documents are to be used:

- 2.1 Confidential Record of Informal (Verbal) Complaint Form** – to be used by MPIOs or others who receive a Complaint or allegation
- 2.2 Notification of Complaint Form** - to be used by a Complainant when lodging a formal complaint
- 2.3 Confidential Record of Formal Complaint Form** – to be used when a formal Complaint is received by SAL or Member Associations
- 2.3 Confidential Record of Child Abuse Complaint Form** – to be used when a formal Complaint is received by SAL or Member Associations
- 2.4 Record of Mediation Form** – to be used by those who conduct the mediation
- 2.5 Record of Tribunal Decision Form** – to be used by those who conduct the Hearing Tribunal

General principles to be followed when completing a report of a Complaint:

- Treat all Complaints seriously.
- Deal with Complaints promptly, sensitively and confidentially.
- Maintain a calm attitude.
- Ask the Complainant if they will consent to you taking notes.
- Write the description of the Complaint or problem using the Complainant's own words (as much as is possible).
- Find out the nature of the relationship between the Complainant and the person complained about (for example, coach/competitor, team members, etc) and if there is any relevant history.
- Take a note of the facts and do not pre-judge the situation.
- Ask the Complainant whether they fear victimisation or other consequences.
- Find out what outcome the Complainant wants and if they need any support.
- Ask the Complainant how they want the Complaint to be dealt with under this Policy.
- Keep the Complaint confidential and do not disclose it to another person without the Complainant's consent except if disclosure is required by law (for example, a report to government authorities) or if disclosure is necessary to effectively deal with the Complaint.

2.1 CONFIDENTIAL RECORD OF INFORMAL (VERBAL) COMPLAINT FORM

MPIO Name		Date: / /
Complainant's Name and Age <input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
Role/status in <i>[sport]</i>	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Date and location/event of alleged issue		
Facts as stated by Complainant (Annex additional page/s if necessary)		
Nature of Complaint (category/basis/grounds) Tick more than one box if necessary	<input type="checkbox"/> Harassment or <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Pregnancy <input type="checkbox"/> Disability <input type="checkbox"/> Other	<input type="checkbox"/> Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Bullying <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimisation

Feelings expressed by Complainant (completing this may help to separate emotional content from facts)	
What they want to happen to resolve the issue	
What they are going to do now	
What other information did they provide	
What information I provided them	

This record and any notes must be kept in a confidential place. If the issue becomes a formal Complaint, this record is to be sent to the CEO.

2.2 NOTIFICATION OF FORMAL COMPLAINT FORM

Complainant's Name and Age <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Complainant's Contact Details	Phone: Email:
Role/status in Swimming	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official <input type="checkbox"/> Other
Name and age of person complained about (respondent) <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Respondent's role/status in swimming	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Competitor <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official <input type="checkbox"/> Other
Date and location/event of alleged issue	
Description of alleged issue	
Nature of Complaint (basis/grounds/category) Tick more than one box if necessary	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Religion <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Pregnancy <input type="checkbox"/> Physical abuse <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Other
Signed by:	Complainant: Date: / /

This record and any notes will be kept in a confidential place. If the Complaint is of a serious nature, or is escalated to or dealt with at the national level, the original must be forwarded to SAL and a copy kept with the organisation where the Complaint was first made.

2.3 CONFIDENTIAL RECORD OF FORMAL COMPLAINT FORM

Complainant's Name and Age		Date Formal Complaint Received: / /
Complainant's Contact Details	Phone: Email:	
Role/status in Swimming	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Name and age of person complained about (respondent) <input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
Role/status in swimming	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Competitor <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Location/event of alleged issue		
Description of alleged issue		
Nature of Complaint (basis/grounds/category) Tick more than one box if necessary	<input type="checkbox"/> Harassment or <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Pregnancy <input type="checkbox"/> Disability <input type="checkbox"/> Other	<input type="checkbox"/> Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Bullying <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimisation

Methods (if any) of attempted informal resolution	
Support person (if any)	
Formal resolution procedures followed (outline)	
If investigated: Finding -	
If went to Hearing Tribunal: Decision - Action recommended	
If mediated: Date of mediation - Were both parties present - Terms of Agreement - Any other action taken -	
If went to appeals tribunal: Decision Action recommended	
Resolution	<input type="checkbox"/> Less than 3 months to resolve <input type="checkbox"/> Between 3 – 8 months to resolve <input type="checkbox"/> More than 8 months to resolve
Completed by	Name: Position in organisation: Signature: _____ Date / /
Signed by:	Complainant: Respondent:

This record and any notes will be kept in a confidential place. If the Complaint is of a serious nature, or is escalated to or dealt with at the national level, the original must be forwarded to SAL and a copy kept with the organisation where the Complaint was first made.

2.3 CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION COMPLAINT FORM

Before completing, ensure the procedures have been followed and advice has been sought from the relevant Government agency and/or police.

Complainant's Name (if other than the child)		Date Formal Complaint Received: / /
Role/status in swimming		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in swimming	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	
Government Child Protection	Who:	

Agency contacted	When: Advice provided:
SAL CEO contacted	Who: When:
Police and/or Government agency investigation (if any)	Finding:
Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position in the organisation: Signature: / /
Signed by	Complainant (if not a child)

This record and any notes must be kept in a confidential place and provided to the relevant authorities (police and Government) should they require them.

2.4 RECORD OF MEDIATION FORM

Persons present at mediation	
Date of mediation	
Venue of mediation	
Mediator	
Summary of mediation (minutes attached)	
Outcome of mediation	
Follow-up to occur (if required)	
Completed by: (signature)	
Signed by: Complainant (signature) Respondent (signature)	

This record and any notes must be kept in a confidential. If requested, this record is to be sent to the CEO.

2.5 RECORD OF TRIBUNAL DECISION FORM

Complainant's Name and Age		Date Formal Complaint Received: / /
Role/status in swimming	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Competitor <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Name of person complained about		
Role/status in swimming	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Competitor <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Location/event of alleged issue		
Description of alleged issue		
Nature of Complaint (basis/grounds/category) Tick more than one box if necessary	<input type="checkbox"/> Harassment or <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Pregnancy <input type="checkbox"/> Disability Other	<input type="checkbox"/> Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Bullying <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimisation
Methods (if any) of attempted informal resolution		
Support person (if any)		

Tribunal Members	
Hearing Tribunal Date and venue	
Tribunal Decision (attach report)	
Action recommended and any follow up report required	
Decision Appealed Date of Appeal lodged	
Appeal Hearing Date	
Appeal Decision (attach report)	
Action Recommended	
Completed by	Name: Position in the organisation: Signature: / /
Signed by:	Complainant Respondent