

Sport Integrity Complaints Policy Factsheet

Overview

The Queensland Academy of Sport (QAS) Sport Integrity Complaints Policy provides QAS and its participants with a complaint management process. This means when someone wants to make a formal Complaint about allegations of Prohibited Conduct under any of the QAS sport integrity policies, it will be managed under the same process. This process is also closely aligned with the complaint management process followed by our sport partners.

The QAS Sport Integrity Complaints Policy sets out the process for how Complaints will be managed and, if required, how any sanctions will be imposed.

Why make a complaint?

Sport is a wonderful part of Australian society, providing physical, mental and social benefits for everyone who participates. To keep people involved in sport, we need to make sure it is safe and fair for everyone. Unfortunately, sometimes people turn a blind eye to poor behaviour, even when it's clear that something unacceptable has happened or people have been hurt. Reporting these behaviours as soon as they occur can address the behaviour, prevent any ongoing issues and make sure they don't get worse. Holding people accountable for poor behaviour also sets a standard within sport that these types of conduct won't be tolerated. Doing so will protect all participants, and build environments that are safe, fun and fair for everyone.

What is managed under the QAS Sport Integrity Complaints Policy?

The QAS Sport Integrity Complaints Policy can be used to manage any instance of Prohibited Conduct under these policies:

- ✓ Safeguarding Children and Young People Policy
- ✓ Participant Protection Policy
- ✓ Competition Manipulation and Sport Gambling Policy
- ✓ Improper Use of Drugs and Medicine Policy
- ✓ Other relevant policies as defined by QAS.

Your sport's Complaints, Disputes and Discipline Policy

Your sport can use its Complaints, Disputes and Discipline Policy to manage allegations of Prohibited Conduct under its National Integrity Framework policies and other relevant policies. Examples could include Code of Conduct, Governance, or Social Media policies. The use of its Complaints, Disputes and Discipline Policy to manage other relevant policies is at the discretion of your sport. You should check your sport's Integrity page on their website, or with your National Integrity Manager for more information on any additional policies that will utilise the Complaints, Disputes and Discipline Policy for complaint management.

What is not managed under the QAS Sport Integrity Complaints Policy?

The QAS Sport Integrity Policies apply to all Participants in a relevant environment such as a QAS facility. The following is not managed under the QAS Sport Integrity Complaints Policy:

- ✗ Complaints that did not occur in a QAS facility i.e. the behaviour occurred interstate or overseas.
- ✗ Complaints about an employee of a sport program partner. The complaint should be made to the relevant employer which may be the national or state sporting organisation or sporting club or association.
- ✗ Complaints that have already been managed under another complaints process in the past cannot be managed under the QAS Sport Integrity Complaints Policy unless new information becomes available or there is a compelling reason to do so.
- ✗ Historical complaints, or complaints about Prohibited Conduct that occurred before QAS adopted the QAS Sport Integrity Complaints Policy, cannot be managed through this process. Poor conduct which occurred before this would be managed under the disciplinary policies in place at the time.

Where to make a Complaint

QAS

Complaints to QAS can be made about allegations of Prohibited Conduct under the QAS Sport Integrity Policies about a QAS Employee or Contractor or behaviour that has occurred in a QAS facility e.g. QSAC gym. You can make a complaint to QAS by filling in the [QAS Sport Integrity Report/Complaint Form](#).

All other Complaints can be made to your sport.

If you are unsure, the QAS Sport Integrity Manager can assist you in determining where to make your complaint.

Your sport

Your sport can manage complaints that relate to allegations of Prohibited Conduct under their National Integrity Framework policies, sport integrity policies or other related policies e.g. social media policy.

To find out how to make Complaints to your sport, visit the Integrity page on your national sporting organisation's website, or contact the QAS Sport Integrity Manager or your sport's National Integrity Manager.

Sport Integrity Australia

If your national sporting organisation has adopted the National Integrity Framework you may be able to make a complaint to Sport Integrity Australia with allegations of Prohibited Conduct under your sport's National Integrity Framework policies if the Complaint is about Discrimination or any issue relating to the Child Safeguarding Policy. You can make the Complaint to Sport Integrity Australia by filling in the online form at <https://www.sportintegrity.gov.au/contact-us/make-an-integrity-complaint-or-report>

What is the Complaints Process?

Once a Complaint is received, it will be evaluated to determine whether it can be managed under the QAS Sport Integrity Complaints Policy.

If the Complaint meets the requirements to be managed under the QAS Sport Integrity Complaints Policy, it will be assessed under the Case Categorisation Model.

If the Complaint is assessed as 'Category 1' it may be managed through a range of measures such as education rather than a formal investigation.

If the Complaint is assessed as Category 2 or 3, the Complaint may be investigated and will lead to a finding about what may have happened. As part of an investigation, people involved with the Complaint, including witnesses, may be contacted to provide information about the allegations that have been made.

If there is not enough evidence to substantiate the Complaint, the process will end. If there is enough evidence to suggest the alleged conduct **is more likely to have occurred than not**, the allegation/s in the Complaint will be found to be substantiated and the QAS will issue a breach notice and manage the resolution process, including deciding and enforcing any sanction they deem appropriate. The Respondent may appeal the Breach Notice or sanction before the matter is finalised. At any time during the process, the matter may be referred to an external organisation such as to law enforcement or a child protection agency if required.

Prohibited Conduct

The QAS Sport Integrity Complaints Policy also outlines Prohibited Conduct relevant to the Complaints Process. The following actions and behaviours are breaches of the Policy:

- ✗ Failure to report potential Prohibited Conduct once aware of it.
- ✗ Deliberately withholding information about Prohibited Conduct during the Complaints Process.
- ✗ Deliberately providing inaccurate or misleading information during the Complaints Process.
- ✗ Failure to provide information or documentation when requested during the Complaints Process.
- ✗ Failure to comply with any sanction/s as required.
- ✗ Failure to keep information about a Complaints Process confidential.

Full definitions of Prohibited Conduct are available in the QAS Sport Integrity Complaints Policy

Find out more

For more information on the QAS Sport Integrity policies or the QAS Sport Integrity Complaints Policy visit <https://www.qasport.qld.gov.au/about-qas/policies-and-procedures>.

Disclaimer

This fact sheet does not replace the QAS Sport Integrity Complaints Policy. The Policy applies and overrules this fact sheet in any instances.

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