



<b>Archery Victoria</b>			
Title:	Policy and Procedures Manual		
Subject:	Formal Confidential Complaint		
Author:	Chief Executive Officer - Trevor Filmer		
Date:	01/10/10	Replaces:	New
Number:	0503	Pages:	6

**0503. Formal Confidential Complaint**

**1. Complainant's Name**

\_\_\_\_\_

**Complainant's Contact Details**

Phone

Mobile

Over 18       Under 18

Date formal confidential complaint received: \_\_\_/\_\_\_/\_\_\_

**Role /status in Archery Victoria**

- Administrator (volunteer)     Parent       Archer  
 Instructor/Coach                 Support Personnel     Spectator  
 Employee (paid)                     Official  
 Other \_\_\_\_\_

**2. Respondents Name (name of person complained about)**

\_\_\_\_\_

Over 18       Under 18

**Role /status in Archery Victoria**

- Administrator (volunteer)     Parent       Archer  
 Instructor/Coach                 Support Personnel     Spectator  
 Employee (paid)                     Official  
 Other \_\_\_\_\_

**3. Location/Event Of Alleged Issue**

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**4. Description Of Alleged Issue**

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**5. Nature Of Complaint (you can tick more than one box)**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Harassment        | <input type="checkbox"/> Discrimination    | <input type="checkbox"/> Sexual/Sexist  |
| <input type="checkbox"/> Selection Dispute | <input type="checkbox"/> Personality Clash | <input type="checkbox"/> Sexuality      |
| <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"/> Child Abuse       | <input type="checkbox"/> Disability        | <input type="checkbox"/> Victimisation  |
| <input type="checkbox"/> Other _____       |  |   |

**5. Mediation**

- 5.1. Have you tried to solve this matter with the respondent? Yes  No
- 5.2. Have you contacted your Club MPI Officer? Yes  No
- 5.3. Have you contacted your Club President? Yes  No

**6. Action**

- 6.1. If you have answered No to 5.2. and 5.3. then these are the first actions you should take.
- 6.2. If you have answered Yes to 5.2. and 5.3. and have not received a satisfactory response then you should complete the first 2 pages of this form and send to the Chief Executive Officer.
- 6.3. If you do not get a satisfactory outcome from the AV Chief Executive Officer you should follow the optional steps as outlined in Policy 0531 and Policy 0532 which includes forwarding this complaint to the National Member Protection Information Officer.

**7. Archery Victoria Investigation**

7.1. Notes of discussion with the Complainant

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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7.2. Notes of discussion with the Respondent

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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7.3. Notes of discussion with the Club MPIO

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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7.4. Notes of discussion with the Club President

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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**8. Archery Victoria Mediation**

8.1. Mediation

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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8.1.1. Outcome Successful  Yes  No (go to 9.)

8.1.2. Recommended Action

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8.1.3. Accepted By Complainant \_\_\_\_\_

8.1.4. Accepted By Respondent \_\_\_\_\_

**9. Archery Victoria Tribunal**

9.1. Tribunal

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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9.1.1. Outcome Successful  Yes  No (go to 10.)

9.1.2. Recommended Action

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9.1.3. Accepted By Complainant \_\_\_\_\_

9.1.4. Accepted By Respondent \_\_\_\_\_

**10. Archery Victoria Appeals Tribunal**

10.1. Appeals Tribunal

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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10.1.1. Outcome Successful

Yes

No

(go to 11.)

10.1.2. Recommended Action

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10.1.3. Accepted By Complainant \_\_\_\_\_

10.1.4. Accepted By Respondent \_\_\_\_\_

**11. Archery Australia Tribunal**

11.1. Tribunal

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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11.1.1. Outcome Successful

Yes

No

(forward to relevant National Authority)

11.1.2. Recommended Action

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11.1.3. Accepted By Complainant \_\_\_\_\_

11.1.4. Accepted By Respondent \_\_\_\_\_