

APPENDIX C: REPORTING DOCUMENTS/FORMS

To assist in maintaining consistency and accuracy by following procedure and reporting on the issues covered by AGDA's Member Protection Policy & Child Protection Policy, the following documents are to be used:

- C1 Confidential Record of Informal Complaint** – to be used by MPIO's or others who receive a complaint or allegation

- C2 Confidential Record of Formal Complaint** – to be used when a formal complaint is received by AGDA.

- C3 Confidential Record of Child Abuse Allegation** – to be used by MPIOs or others who receive complaints/allegations of child abuse – REFER TO CHILD PROTECTION POLICY APPENDIX C

- C4 Record of Mediation** – to be used by those who conduct a mediation

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 /problem using the complainants 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 to the complaint to be dealt with under the 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.

<p>Feelings expressed by complainant (completing this may help to separate emotional content from facts)</p>	
<p>What they want to happen to fix issue</p>	
<p>What information I provided</p>	
<p>What they are going to do now</p>	

This record and any notes must be kept in a confidential place – do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be sent to the Director.

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 AGDA: Signature: / /
Signed by:	Complainant: Respondent:

This record and any notes must be kept in a confidential place. If the complaint is of a serious nature, or is escalated to and/or dealt with at the state/national level, the copy must be forwarded to the state and/or national body and the original kept at the AGDA Office.

Attachment C3: RECORD OF MEDIATION

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: (Full Name & Signature)	
Signed by: Complainant (Full Name & signature) Respondent (Full Name & Signature)	

List who is to receive a copy:.....
Original is to be stored with AGDA.