



Working together to increase participation in ice sports

Ice Sports Victoria Child Safe Incident Reporting System V1

Record of Document Review

Document Name	Prepared by	Date	Amended By	Date
Child Safety in ice sports Complaints Procedure V1	Louise Bricknell (Project Manager)	6 July 2022	William Younger Acting CEO	7/7/22
Child Safety in ice sports Complaints Procedure V2	ditto	6/8/22	Authorised by board	6/8/22

Child Safety in ice sports Complaints Procedure INVOLVING Child Abuse & Sexual Misconduct or Serious Criminal Conduct

The steps below should be taken to resolve a Complaint when a Member, Participant or Person in a Position of Responsibility and Authority has concerns about a breach of the Ice Sports Victoria Child Safety and Wellbeing Policy (Policy) involving Child Abuse and Sexual Misconduct or Serious Criminal Conduct (Case 1 Complaint).¹

Reporting Complaint

- Step 1 - Complainant tells a person in a Position of Responsibility and Authority from Ice Sports Victoria and/or its relevant Affiliate about their complaint.
- Step 2 - Person in a Position of Responsibility and Authority talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person
- Step 3 - Senior Person documents Complaint. If the complaint is not already reported to Police and or external agency Senior person reports complaint
- Step 4 - Senior Person reports complaint to Ice Sports Victoria's Board and/or Affiliates' Board
- Step 5 - Ice Sports Victoria Reports to relevant external authority as appropriate

NOTE Call 000 If a Child is In Immediate Danger

Investigation of Complaint

- Step 6 - Ice Sport Victoria determines whether Affiliate or Ice Sports Victoria is appropriate to resolve complaint. Provisional Action taken if required.
- Step 7 - Affiliate (or Ice Sports Victoria (ISV) if ISV considers appropriate) conducts internal investigation of complaint unless otherwise requested by external agency.
- Step 8 - Provisional Action Taken (if required and not already taken)

Determining Complaint

- Step 9 - Involved organisation evaluates next, and determines whether to:
 - (a) make decision and impose disciplinary measures;
 - (b) Refer Complaint to Independent Investigation; or
 - (c) Refer Complaint to Hearing Tribunal
- Step 10 - Decision made and disciplinary measures(if required) imposed as a result of the process chosen in Step 9
- Step 11 - Record of complaint finalised. Ice Sports Victoria and other involved Organisation notified of outcome of complaint. Complaint considered Closed.

¹ This system has been developed from the Netball Victoria Incident Reporting System <https://vic.netball.com.au/sites/vic/files/2022-06/Child%20Safety%20Reporting%20Flowchart%20-%20Involving%20Child%20Abuse.pdf>

Child Safety in ice sports Complaints Procedure NOT Involving Child Abuse & Sexual Misconduct or Serious Criminal Conduct

The steps below should be taken to resolve a Complaint when a Member, Participant or Person in a Position of Responsibility and Authority has concerns about a breach of the Ice Sports Victoria Child Safety and Wellbeing Policy (Policy) that does NOT involve Child Abuse and Sexual Misconduct or Serious Criminal Conduct.²

Reporting Complaint

- Step 1 - Complainant tells a person in a Position of Responsibility and Authority from Ice Sports Victoria and/or the relevant Affiliate about their complaint.
- Step 2 - Person in a Position of Responsibility and Authority talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person
- Step 3 - Senior Person documents Complaint.

Investigation of Complaint

- Step 4 - Affiliate involved conducts internal investigation of complaint unless otherwise requested by external agency
- Step 5 - Provisional Action Taken if required and deemed appropriate

Determining Complaint

- Step 6 - Involved organisation evaluates next moves to determine whether to:
 - (a) make a decision and impose disciplinary measures;
 - (b) Refer Complaint to Mediation;
 - (c) Refer Complaint to Independent Investigation: or
 - (d) Refer complaint to Hearing Tribunal
- Step 7 - Decision made and disciplinary measures(if required) imposed as a result of the process chosen in Step 6
- Step 8 - Record of complaint finalised. Ice Sports Victoria and other involved Organisation (s) notified of outcome of complaint. Complaint Closed

Please note, this system has been developed from the **Netball Victoria Incident Reporting System**

<https://vic.netball.com.au/sites/vic/files/2022-06/Child%20Safety%20Reporting%20Flowchart%20-%20NOT%20Involving%20Child%20Abuse.pdf>

²<https://vic.netball.com.au/sites/vic/files/2022-06/Child%20Safety%20Reporting%20Flowchart%20-%20NOT%20Involving%20Child%20Abuse.pdf> 5 July 2022