

## ASSHA Complaints Procedure

- 1 Coaches, students and supporters of sports team are encouraged to promote fair play, good faith and good sportsmanship on and off the sports field and it is the responsibility of those involved in the competition (including other teams in the competition that are indirectly affected by any such incident) to report behaviours that undermine these objectives, particularly physical or verbal attacks or misbehaviour with regard to any official or property.
- 2 Any complaint should be raised in the first instance at the Principal level, preferably in writing and as soon after the incident as is practicable.
- 3 The Principal should notify the Principal of the school team that is the subject of the complaint and in good faith seek a resolution that upholds the objective of fair play, good faith and sportsmanship.
- 4 If the complaint is not able to be resolved at a Principal level, then the matter should be referred to the relevant sporting body and the CEO of ASSHA should be notified of the complaint.
- 5 The matter should be referred in writing to ASSHA's CEO if:
  - a. The Principal considers the matter is more appropriately dealt with by ASSHA rather than the applicable sporting body;
  - b. The sporting body does not promptly resolve the issue;
  - c. The sporting body is opposed to resolution or handling of the issue; or
  - d. The sporting body's resolution is not to the satisfaction of the Principal and/or complainants.
- 6 The CEO will then undertake an investigation and if a breach is held to have occurred then the CEO may impose penalties as set out in the ASSHA by-laws.
- 7 Any party that is dissatisfied with the CEO's decision may refer the matter to the Board of ASSHA for review.