



## ACT ACADEMY OF SPORT (ACTAS) COMPLAINT HANDLING PROCEDURE

### Overview

To provide a clear and easily understood complaint handling procedure which will assist athletes, parents, guardians, stakeholders, and members of the public to submit informal and formal complaints and feedback to the ACT Academy of Sport (ACTAS). All recommendations and feedback obtained through complaint resolution will be used to improve business operations and the daily training environment (DTE).

ACTAS is committed to treating complaints seriously and aims to address all complaints quickly and appropriately and learn from them to improve the way we do business.

### Rationale

ACTAS is committed to ensuring the prompt, fair and courteous handling of complaints regarding the way we do business, our employees or our facilities, services, and programs.

### Complaint Lodgement (or Procedures)

#### Informal Complaint

Many incidents, issues or concerns can be resolved quickly and easily by first discussing the matter at the local level, that is, with the person the complainant has been dealing with when they first become dissatisfied.

ACTAS aims to resolve all informal complaints quickly or refer the complaint to an appropriate staff member (ACTAS support staff) where appropriate and if you feel comfortable to do so.

If the complainant is not comfortable speaking directly to an ACTAS staff member, or are not satisfied with the local level response, they can lodge a formal complaint.

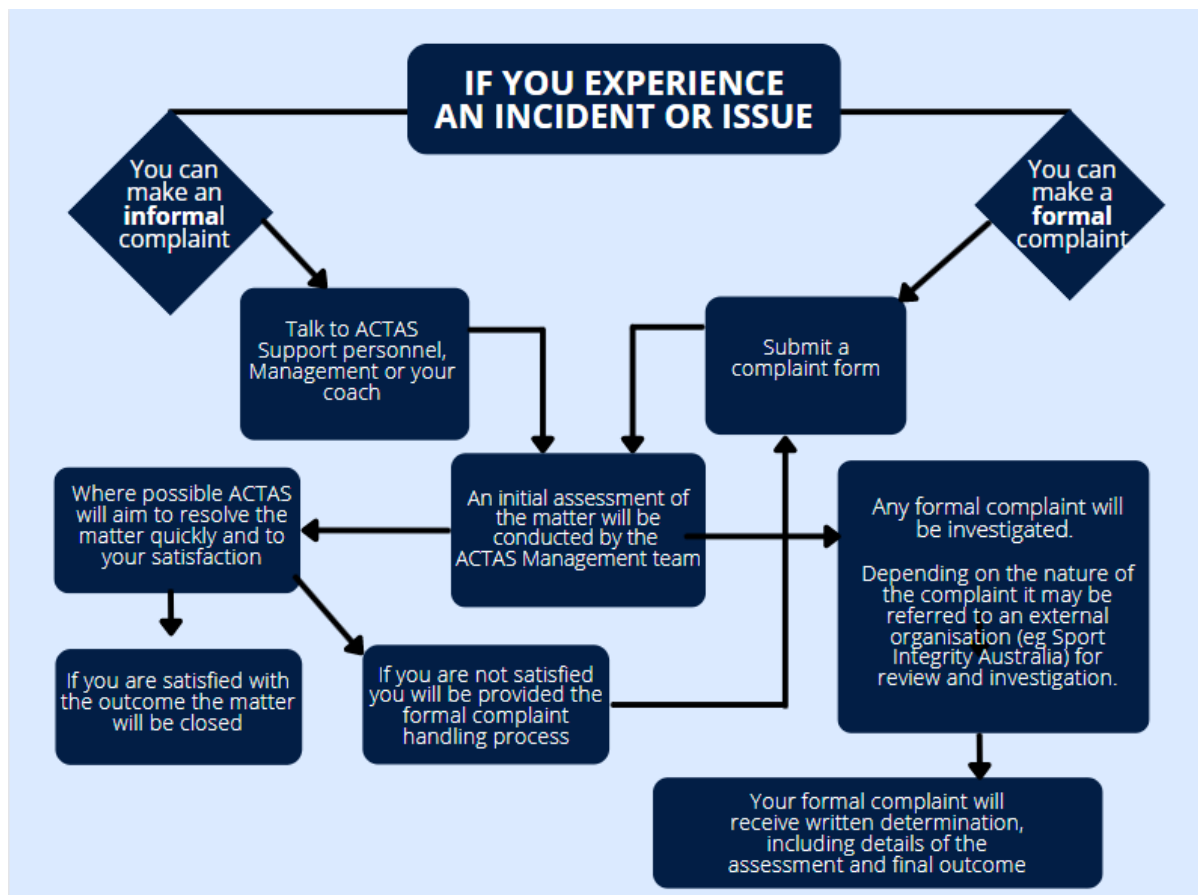
#### Formal Complaint

A formal complaint using the **ACTAS Complaint Form** [ACT Academy of Sport - Sport and Recreation](#) can be emailed to the ACTAS Director [gerard.corradini@act.gov.au](mailto:gerard.corradini@act.gov.au) This form is also available to collect in-person from the ACTAS reception or by emailing [actasadmin@act.gov.au](mailto:actasadmin@act.gov.au)

A formal complaint can be made **anonymously**, and even though we still review the claims made, this can affect our ability to assess, investigate, resolve and respond to the complaint. It also affects our ability to provide feedback on any action taken to the complaint.

ACTAS will not disclose any confidential information or personal details of the complainant without first obtaining their consent or the information is required by legislation to be provided to regulatory agencies for child safety or anti-doping ie Sports Integrity Australia.

## ACTAS Complaints Handling Process



All formal complaints will be acknowledged within two business days of receipt.

### Assessment

An initial assessment of the complaint will be undertaken by the ACTAS Management Team. Where insufficient information is provided, ACTAS may contact the complainant to seek further information or provide advice on the process for managing the complaint.

Where a complaint relates to a matter concerning an ACTAS program coach or external contractor, ACTAS may need to notify Sports Integrity Australia, the Australian Sports Commission (where AIS facilities are in use) the sporting organisation or employer of the coach or external contractor.

Where the complaint is outside of ACTAS' responsibility, ACTAS will assist the complainant in referring complaints to the correct organisation or agency. Complaints related to a sporting organisation may need to be referred to Sports Integrity Australia under your sport's National Integrity Framework – <https://www.sportintegrity.gov.au/what-we-do/national-integrity-framework/sports-signed-national-integrity-framework>

The assessment stage can be the longest part of the complaints handling process. ACTAS will notify the complainant at the start of the assessment and provide updates where possible throughout.

## **Resolution or Investigation**

Where possible ACTAS aims for early resolution of complaints. If early resolution is not possible, an investigation of the complaint will be undertaken by ACTAS. Any required disciplinary action will be undertaken in accordance with the relevant procedure (e.g. Athlete Scholarship Agreement, CMTEDD HR process, or NSO/SSO employment contract).

This process will usually be finalised within 28 days. Where this is not possible, the complainant will be advised of the anticipated timeframe for completion and kept informed of progress related to the complaint.

## **Finalisation**

All complaints will be finalised once an outcome has been provided and any actions related to the complaint are completed. Formal complaints (that require a response) will receive written determination, usually within 28 days, which includes details of the assessment(s) undertaken, final outcome, and further options available to the complainant.

## **Record Keeping**

Formal complaints will be recorded in secure file locations (ACT Government's WIRE) with restricted access for continuous improvement and monitored through regular WHS review to improve ACTAS business operations and services.

Confidential and personal information will only be accessible by authorised ACTAS employees or external investigators such as the Police or SIA.

Informal complaints, incidents or issues will also be recorded alongside sports and athlete survey results to manage trends, identify hazards and any other WHS issues where preventative action may be taken to mitigate risks.

## **What you can expect from ACTAS**

For any concern raised to ACTAS we will:

- act transparently
- treat you with respect and listen to understand your needs
- reply in a timely manner
- provide appropriate duty of care and support
- share your feedback with relevant areas, external agencies, our ACT Government Directorate, with your permission, to inform WHS or service improvement
- document and analyse enquiries, feedback and complaints to inform improvements to policy, procedure and practice
- encourage and support you to seek early resolution of complaints
- tell you how we handle complaints
- tell you about any conflicts of interest.

Where complaints are escalated to in writing we will:

- let you know we've received your complaint within two working days and reply within 28 days where a response is needed
- help you to document your complaint (if needed)
- ask you what outcome or resolution you are looking for
- handle your complaint confidentially and impartially
- where referring the complaint externally - maintain due diligence around any investigation process including keeping you informed throughout the process where appropriate
- let you know about the outcome of the complaint and where appropriate, including any actions we've taken.

## What we ask of you

We ask that you:

- share your concerns
- treat us with respect, in all communications
- provide us with honest, constructive feedback on our service
- provide information that is timely, accurate and complete
- tell us if you need help to understand or access our service.

## Related Documents

ACTAS Complaint Form [ACT Academy of Sport - Sport and Recreation](#)

ACTAS Scholarship – Code of Conduct (available on athlete's AMS profile)

CMTEDD Complaint Handling [Directorate \(act.gov.au\)Chief Minister and Treasury Complaint Handling \(act.gov.au\)](#)

CMTEDD RED Formal Complaint Form [Chief Minister and Treasury Complaint Handling \(act.gov.au\)](#)

CMTEDD Reportable Conduct Policy – [Reportable Conduct Policy \(act.gov.au\)](#)

## Related Websites

**Sports Integrity Australia** <https://www.sportintegrity.gov.au/>

**Australian Sports Commission** [Sport Australia | Sport Australia](#)

**National Sports Tribunal** <https://www.nationalsporttribunal.gov.au/>

**AIS be heard** <https://www.ais.gov.au/AISBe-Heard>

**Reportable Conduct Scheme** <https://actgovernment.sharepoint.com/>

**National Office for Child Safety** <https://childsafety.pmc.gov.au/resources/speak-up-make-complaint>

**The ACT Ombudsman** <https://www.ombudsman.act.gov.au/making-a-complaint/how-to-make-a-complaint>

**WorkSafe ACT** <https://www.worksafe.act.gov.au/health-and-safety-portal/notify-worksafe>

**ACT Policing** - <https://www.police.act.gov.au/report-and-register/complaints-and-compliments>

You can also refer to your respective National or State Sporting Organisation's websites.

<b>Procedure owner</b>	Director, ACTAS
<b>Approved by</b>	Executive Branch Manager, Sport & Recreation
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<b>Updated by</b>	Director, ACTAS
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