

PART E: REPORTING DOCUMENTS/FORMS

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

E1 Confidential Record of informal complaint - to be used by MPOs or others who receive a complaint or allegation

E2 Confidential Record of Formal Complaint - to be used when a formal complaint is received by the AKR

E3 Confidential Record of Child Abuse Allegation - to be used by MPOs or others who receive complaints/allegations of child abuse

E4 Record of Decision

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 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.

Attachment E1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

MPO Name

Date: / /

Complainant's Name

(Over 18

Role/status in [sport]

(Administrator (volunteer)

(Athlete/player

(Coach/Assistant Coach

(Employee (paid)

(Official

(Under 18

(Parent

(Spectator

(Support Personnel

(Other

.....

.....

Location/event of alleged issue

Facts as stated by complainant

Nature of complaint (category/basis/grounds)

Can tick more than one box

(Harassment or (Discrimination

- | | |
|-----------------|---------------------|
| (Sexual/sexist | (Selection dispute |
| * Sexuality | (Personality clash |
| * Race | (Bullying |
| * Religion | (Verbal abuse |
| * Pregnancy | (Physical abuse |
| * Disability | (Victimisation |
| * Child Abuse | |
| * Other | |

Feelings expressed by complainant

(completing this may help to separate emotional content from facts)

What they want to happen to fix issue

What information I provided

What they are going to do now

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 [].

Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name

(Over 18 (Under 18
Date Formal Complaint Received: / /

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
(Less than 3 months to resolve
(Between 3 - 8 months to resolve
(More than 8 months to resolve
Completed by

Name:
Position in AKR:
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 national level, the original must be forwarded to the national body and a copy kept at the club/state/district level (whatever level the complaint was made).
Attachment E3: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION
Before completing, ensure the procedures outlined in attachment C4 have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)

Date Formal Complaint Received: / /
Role/status in Kendo

Child's name

Age:
Child's address

Person's reason for suspecting abuse
(e.g. observation, injury, disclosure)

Name of person complained about

Role/status in Kendo
(Administrator (volunteer) (Parent
(Athlete/player (Spectator
(Coach/Assistant Coach (Support Personnel
(Employee (paid) (Other

(Official
.....

Witnesses

(if more than 3 witnesses, attach details to this form)

Name (1):

Contact details:

Name (2):

Contact details:

Name (3):

Contact details:

Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)

Police contacted

Who:

When:

Advice provided:

Government agency contacted

Who:

When:

Advice provided:

CEO contacted

Who:

When:

Police and/or government agency investigation

Finding:

Internal investigation (if any)

Finding:

Action taken

Completed by

Name:

Position in AKR

Signature:

/ /

Signed by

Complainant (if not a child)

This record and any notes must be kept in a confidential place and provided to the relevant authorities (police and government) should they require them.

Date of Appeal lodged

Appeal Hearing Date

Appeal Decision
(attach report)

Action Recommended

Completed by

Name:
Position in AKR
Signature:

/ /

Signed by:

Complainant
Respondent