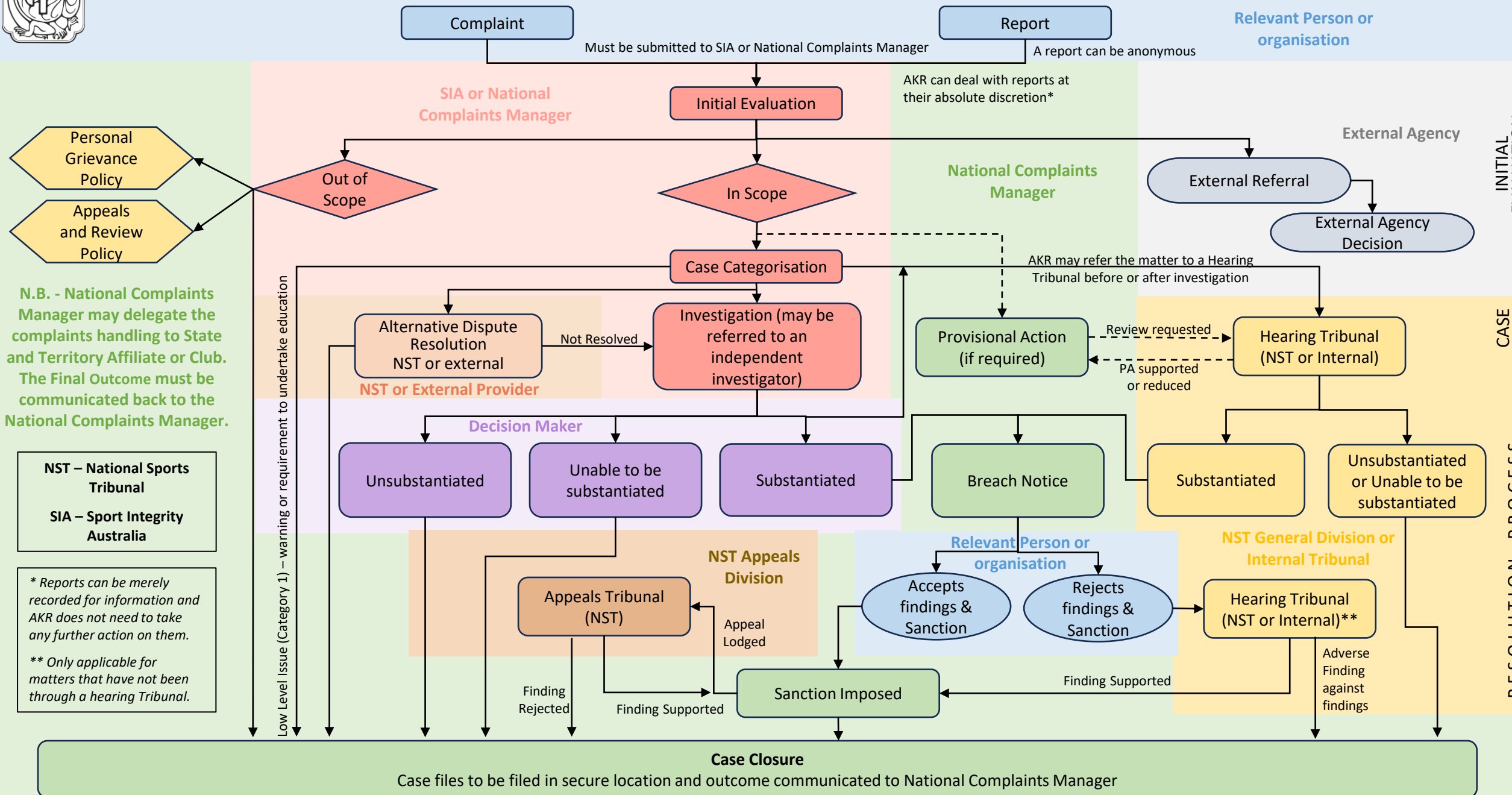


AKR Complaints, Disputes and Discipline Policy - Flowchart



N.B. - National Complaints Manager may delegate the complaints handling to State and Territory Affiliate or Club. The Final Outcome must be communicated back to the National Complaints Manager.

NST – National Sports Tribunal
SIA – Sport Integrity Australia

** Reports can be merely recorded for information and AKR does not need to take any further action on them.*

*** Only applicable for matters that have not been through a hearing Tribunal.*

Low Level Issue (Category 1) – warning or requirement to undertake education

INITIAL EVALUATION
CASE CATEGORISATION
RESOLUTION PROCESS

Case Closure
Case files to be filed in secure location and outcome communicated to National Complaints Manager