AKR Complaints, Disputes and Discipline Policy - Flowchart Relevant Person or Complaint Report organisation Must be submitted to SIA or National Complaints Manager A report can be anonymous AKR can deal with reports at **SIA** or National their absolute discretion* **Initial Evaluation Complaints Manager** INITIAL EVALUATION **External Agency** Personal Grievance **National Complaints** Out of **Policy External Referral** In Scope Manager Scope Appeals **External Agency** and Review Decision **Policy** AKR may refer the matter to a Hearing **Case Categorisation** CATEGORISATION Tribunal before or after investigation requirement to <mark>undertake education</mark> **N.B.** - National Complaints Manager may delegate the Investigation (may be Alternative Dispute Review requested complaints handling to State **Hearing Tribunal** referred to an **Provisional Action** Not Resolved Resolution and Territory Affiliate or Club. (NST or Internal) independent (if required) NST or external PA supported The Final Outcome must be investigator) or reduced **NST** or External Provider communicated back to the **National Complaints Manager. Decision Maker** Unsubstantiated S **NST - National Sports** Unable to be PROCE Substantiated Substantiated Unsubstantiated **Breach Notice** or Unable to be **Tribunal** substantiated warning or substantiated SIA - Sport Integrity Australia **NST General Division or Relevant Person or NST Appeals Internal Tribunal** organisation NOIL **Division** Issue (Category 1) * Reports can be merely Accepts Rejects **Appeals Tribunal Hearing Tribunal** recorded for information and findings & findings & AKR does not need to take (NST) (NST or Internal)** Appeal Sanction Sanction any further action on them. Lodged Adverse ** Only applicable for **Finding** matters that have not been Low Level I **Finding Supported** against **Finding** Sanction Imposed through a hearing Tribunal. findings **Finding Supported** Rejected **Case Closure** Case files to be filed in secure location and outcome communicated to National Complaints Manager