

SAPSA COMPLAINTS GUIDELINE & FORM

OVERVIEW

SAPSA has adopted the general [APSA](#) principles for dealing with complaints that are against and between SAPSA members. You can find these general Principles in the following sections of the [APSA National Member Protection Policy](#) :

- PART A, Section 7
- PART D, All

In an effort to resolve complaints quickly and positively SAPSA provides its own foundational principles to dealing with Informal & Formal complaints in conjunction with the APSA National Member Protection Policy.

INFORMAL COMPLAINTS

In the first instance, you (the Complainant) should try to resolve the problem with the person or people involved (respondent/s) if you feel able to do so in a timely and respectable manner. Some methods may include:

- Approaching the person/s who is causing the issue and agreeing on a resolution (e.g. for bullying/harassment issues, explaining that their behaviour is not welcome and asking them to stop);
- Writing to the person outlining the issue and seeking a mutual resolution.

Should you need support on how to approach the respondent/s (but not deal with the complaint) you may engage the [SAPSA Member Protection Officer](#).

FORMAL COMPLAINTS

Should dealing with the complaint in an informal manner not result in a mutual resolution you may lodge a formal complaint to the [SAPSA Member Protection Officer](#).

Any costs relating to the complaint process are to be met by the complainant and respondent. There may also be a \$150 filing fee for formal complaints, the SAPSA Member Protection Officer will notify you if this is deemed applicable. The complainant is responsible for this fee if deemed applicable and must accompany the formal complaint form either by cheque or bank funds transfer made out to SAPSA (South Australian Professional Skaters Association).

Overarching workflow of a formal complaint:

- Complaint form received by SAPSA and reviewed
- Complaint is investigated by the SAPSA Member Protection Officer (MPO), both the complainant and respondent will be interviewed along with any witnesses if applicable and appropriate
- Complaint is assessed by the SAPSA MPO and a mediation meeting is conducted between the SAPSA MPO, Complainant, Respondent and one SAPSA or APSA committee member for note taking purposes if required and or applicable. At this meeting mutual resolution/s will be discussed and agreed if possible.
- Complaint form resolution section is completed and signed

Please Note:

- Should a complaint not reach a resolution it may be escalated to APSA or externally
- Any person/s under the age of 18 involved in a complaint must be accompanied by a parent/guardian at all time during any interview or mediation meeting

Once this form is completed it must be submitted to the [SAPSA Member Protection Officer](#) in a timely manner to support a positive and mutual resolution.

SAPSA FORMAL COMPLAINT FORM	
COMPLAINANT	
Complainants Name	Date of complaint/alleged issue
Gender of Complainant <input type="checkbox"/> Female <input type="checkbox"/> Male	Complainants Age <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Complainants Contact Details Phone: Email:	
Complainants Parent/Guardian Contact Details if under 18 Phone: Email:	
Complainant Role <input type="checkbox"/> SAPSA Member/Coach <input type="checkbox"/> Athlete <input type="checkbox"/> SAPSA Committee Member/Non-Coach <input type="checkbox"/> Parent/Guardian <input type="checkbox"/> Other _____	
RESPONDENT (PERSON COMPLAINT AGAINST)	
Respondent Name	Respondent Age <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Respondent Gender <input type="checkbox"/> Female <input type="checkbox"/> Male	Has an informal approach been administered? <input type="checkbox"/> Yes <input type="checkbox"/> No
Respondent Contact Details Phone: Email:	
Respondent Parent/Guardian Contact Details if under 18 Phone: Email:	
Respondent role <input type="checkbox"/> SAPSA Member/Coach <input type="checkbox"/> Athlete <input type="checkbox"/> SAPSA Committee Member/Non-Coach <input type="checkbox"/> Parent/Guardian <input type="checkbox"/> Other _____	

COMPLAINT	
Description of complaint/alleged issue (Please also reference any informal resolution action/s)	
Complainant Lodgement Signature	Complainant Lodgement Date
SAPSA Member Protection Officer Receipt Name: Receipt Signature: Receipt Date:	
TO BE COMPLETED AT THE END OF THE FORMAL COMPLAINT PROCESS	
Complaint Resolution	
Complaint Resolution Date:	
Complainant Resolution Signature	Respondent Resolution Signature
SAPSA Member Protection Officer Resolution Signature	