

Report and Complaint Resolution Procedure

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Purpose

South Australian Cricket Association Limited (**SACA**) and its affiliated Cricket Organisations are committed to making cricket a safe, respectful and inclusive environment for everyone.

This Report and Complaint Resolution Procedure (**Procedure**) sets out a fair, confidential, transparent and timely process for managing Reports or Complaints in relation to suspected or alleged Prohibited Conduct under or relevant breaches of:

- the Affiliate Protection Policy;
- the [Australian Cricket Safeguarding Children and Young People Framework](#); and
- any other Cricket Organisation or Australian Cricket policies or codes (or similar) which say that this Procedure will apply or where the Cricket Organisation notifies that this Procedure will apply,

(together known as **Relevant Policies** or each a **Relevant Policy**).

Where relevant and appropriate, this Procedure also applies to Reports or Complaints relating to suspected or alleged breaches of applicable Codes of Behaviour for Players, Coaches, Match Officials, Parents and Spectators (available on the [SACA website](#)).

Scope

This Procedure applies to:

- Cricket Organisations (including SACA); and
- Cricket Participants

bound by a Relevant Policy or an applicable Code of Behaviour at the time an issue arises and a Report or Complaint is made.

It may also apply to cricket spectators if/where they are suspected or alleged to have breached a relevant expectation contained within the spectators Code of Behaviour.

This Procedure applies to conduct (or alleged conduct) occurring in a cricket environment or clearly connected to cricket or cricket-related activities, including:

- during/at cricket matches (except for on-field allegations, as explained below – these are dealt with separately), training, clinics, tours, meetings or other cricket-related activities;
- at cricket venues/facilities, including clubrooms and changerooms;
- cricket social functions or events;
- cricket-related dealings or communications with or between any Cricket Participant(s) and/or Cricket Organisation(s) (including staff or representatives);
- online activity (including on social media, websites or online platforms) or electronic communications (e.g. email, Teams, Messenger), where related to cricket participation, cricket activities or a person's role within cricket; and/or
- where a person is participating in, attending, spectating at or representing cricket in any capacity.

It also covers conduct occurring before, during or after a cricket-related activity where there is a clear connection to cricket.



All Cricket Organisations, Cricket Participants and Spectators (and any other person or organisation who has agreed to be bound) must comply with this Procedure if/where it applies, including the processes, decisions and outcomes under it.

This Procedure will **not** apply in the following situations:

- Personal matters or grievances which are not clearly connected to cricket, issues related to employment, governance, eligibility and selection disputes.
- Where the SACA Premier Cricket By-Laws apply (as determined by SACA). The SACA Premier Cricket By-Laws will apply in priority to this Procedure where they may otherwise cover the same scope, unless otherwise reasonably determined by SACA at its discretion.
- On-field allegations of misconduct or behavioural breaches will generally be dealt with under the relevant rules of the competition in which the relevant match is played, rather than under this Procedure. At the discretion of SACA, this is subject to:
 - allegations of on-field misconduct or behavioural breaches being part of a broader Report or Complaint under the Relevant Policies or a Code of Behaviour;
 - competition rules not covering the conduct; or
 - allegations of on-field misconduct or behavioural breaches involving:
 - a Child or Young Person or other Vulnerable Person; and/or
 - a Serious Breach,

which may be more appropriately notified to SACA for assessment, management or other intervention or assistance.

Key concepts and definitions

Where capitalised words are used, they are generally defined in Schedule 1. Some capitalised words may be defined in a Relevant Policy.

Early intervention and self-resolution

If an issue or problem arises under a Relevant Policy or Code of Behaviour, **before** making a Report or Complaint, the first step may be to seek to address or resolve it through early intervention steps (including self-resolution).

Early intervention steps (including self-resolution) may not always be suitable or appropriate. It will depend on the nature, severity and circumstances. Please refer to the Report and Complaint Categorisation Guidance (in Annexure 1) in considering and deciding next steps.

Self-resolution

If/where safe, appropriate and reasonable, a Cricket Participant or Cricket Organisation may choose to raise, discuss and seek to resolve an issue or problem that has arisen directly with the other Cricket Participant(s) or Cricket Organisation(s) (or Cricket Spectator(s)) involved (as relevant).

Self-resolution can often quickly and simply resolve many lower-level mistakes or misunderstandings and one-off incidents (e.g. Category 1).

Note: Self-resolution may not always be safe, appropriate or reasonable given the nature and/or seriousness of an issue or problem and/or the circumstances. Other pathways and options should then be explored. Please consider the Report and Complaint Categorisation Guidance.



Obtaining information and support

If a Cricket Participant or a person representing a Cricket Organisation:

- has not successfully resolved an issue or problem through self-resolution steps;
- is unsure how to handle the issue or problem;
- does not feel safe or comfortable approaching the other person(s) or Cricket Organisation(s) involved in the issue or problem;
- wants to talk about an issue or problem and seek further information about options or what to do; and/or
- continues to experience the problem after attempting self-resolution,

they are encouraged to speak with someone in authority at the relevant and most closely responsible Cricket Organisation (e.g. Club/Association Executive, nominated complaint officer or a Member Protection Information Officer (**MPIO**)) who can listen, provide options and explain next steps if a Report or Complaint is to be made. There is a list of MPIOs on the [SACA website](#).

Escalation

If early intervention options (described above) are not suitable for, or not successful in, resolving an issue or problem, a Cricket Participant or Cricket Organisation may choose to make a Report or Complaint (as appropriate), as explained below.

Reports and Complaints

Issues raised under this Procedure may be handled as a *Report* or a *Complaint*. In some cases, a matter may start as a Report and later become a Complaint.

Report

A *Report* is information about observed, suspected or alleged Prohibited Conduct or conduct that may breach a Relevant Policy or Code of Behaviour, whether or not the Reporter is directly affected.

A Report:

- may be made by an observer, witness or affected Cricket Participant or Cricket Organisation;
- may be made to alert the relevant Cricket Organisation or to seek a response or outcome;
- may relate to less serious issues or more serious, systemic or integrity-related matters;
- will be assessed and may be:
 - recorded for information or background purposes only, with no further action; or
 - investigated, actioned, followed up or escalated, including being managed as a Complaint where appropriate (as described in more detail below); and
- may not result in a personal outcome for the Reporter.

A Report may be made anonymously, although this may limit the action that can be taken. The Reporter may not receive updates or have ongoing involvement following a Report.



Complaint

A *Complaint* is a concern raised by a Complainant about alleged Prohibited Conduct or conduct that may breach a Relevant Policy or Code of Behaviour, directly affecting the Complainant (or a Vulnerable Person on whose behalf a Complaint is made).

A Complaint:

- is generally made by, or on behalf of, a Cricket Participant or Cricket Organisation directly affected;
- is made for the purpose of seeking a resolution or outcome;
- should be made in writing wherever possible (or, if made verbally, recorded in writing) (also see Vulnerable Person guidance below);
- will be assessed and may be dealt with through informal resolution or, where more serious or complex, investigation and potentially formal resolution; and
- may result in a personal outcome for the Complainant.

A Complainant cannot remain anonymous if a Complaint is to be progressed. Where anonymity is required, the matter may instead be managed as a Report.

The Complainant will generally be kept informed of progress and may have ongoing involvement in the Complaint Resolution Process, subject to confidentiality and other relevant considerations.

Making a Report or Complaint

A Report or Complaint should generally be made to the Cricket Organisation most closely responsible.

A Report may be made verbally (in person or by telephone) or in writing (including electronically).

A Complaint should generally be made in writing, including by email or an online or other available form. If a Complaint is initially made verbally, it should be accurately documented as soon as practical and, where appropriate, confirmed with the Complainant.

Additional guidance applies where a Vulnerable Person is involved (see below).

A Report or Complaint may be made through any of the following channels or methods:

- the Cricket Organisation President or Executive; or
- the nominated complaint officer (if any) within a Cricket Organisation;
- an online or other reporting form provided by the Cricket Organisation;
- the Report/Complaint Form in Annexure 4;
- email or letter; or
- by telephone or in person (but should promptly be documented, as set out above).

Where possible, Reports or Complaints should include:

- the name and contact details of the person making the Report or Complaint (unless they choose to remain anonymous);
- the names of other Cricket Participant(s) or Cricket Organisation(s) (or Cricket Spectator(s)) involved;
- the date, time and location of the incident/event/issue;
- the nature of the Report or Complaint;
- a description of what has occurred/the facts;



- a description of any impacts;
- any supporting evidence or witnesses;
- desired outcomes, if relevant; and
- any preferred resolution process.

Guidance for Vulnerable Person(s):

Where a Vulnerable Person is involved:

- appropriate assistance or support must be offered to help them make a Report or Complaint, including help understanding the process, overcoming communication barriers, preparing or recording the matter or involving a trusted Support Person, a qualified Translator, carer or representative;
- a Report or Complaint may be made on their behalf, including by a parent, guardian or carer;
- Reports and Complaints must be handled in a trauma-informed, respectful, culturally sensitive and person-centred manner;
- where a Child or Young Person is involved, a Child-Focused Approach must be adopted, consistent with Annexure B of the Australian Cricket Policy for Safeguarding Children and Young People; and
- a Vulnerable Person must not be discouraged from making a Report or Complaint due to literacy, language, disability, age, fear of reprisal or any other barrier.

Initial review

When a Report or Complaint is received, the Cricket Organisation will:

- confirm it has been received, usually by email (normally within 3 – 5 business days, unless the matter is anonymous or no contact details are given); and
- carry out an initial review to understand:
 - the nature and scope of the issues;
 - whether it falls within this Procedure and relates to a Relevant Policy or Code of Behaviour;
 - whether the receiving Cricket Organisation is the most appropriate one to deal with it (including considering the Report and Complaint Categorisation Guidance in Annexure 1);
 - the seriousness, urgency and any immediate safety or child safety risks;
 - whether any Child, Young Person or other Vulnerable Person is involved and whether extra care and adjustments are needed; and
 - whether there are any conflicts of interest.

If a Report or Complaint is outside the scope of this Procedure, it will not go any further. The Reporter or Complainant will be notified and no further action will be taken.

Reports or Complaints that are malicious or made with an improper purpose will not be progressed.

If the same issue has already been dealt with, it will not be reviewed again unless there is important new information or a clear error has been identified.



Managing a Report or Complaint

If the issue is within scope, the Cricket Organisation most closely and directly responsible (or, in limited circumstances SACA) will then decide how the matter should be handled.

The Cricket Organisation will apply the Report and Complaint Categorisation Guidance (Annexure 1) and consider the nature of the alleged breach, the level of potential harm or risk and the complexity of the issues raised to determine who should manage it, who should be notified and what process should be followed.

In most cases, the Cricket Organisation that is the most closely and directly responsible will manage the matter and implement the relevant process. It will only be escalated to another Cricket Organisation, SACA or Cricket Australia (**CA**) if this is appropriate or required, based on the circumstances.

Any Report or Complaint involving a Serious Breach or a potential breach of the Australian Cricket Safeguarding Children and Young People Framework must be notified to SACA or CA (via email to integrity@cricket.com.au). SACA or CA may choose to manage such a matter. If they do not, the relevant Cricket Organisation will continue to manage it and keep SACA and CA informed as appropriate.

A Cricket Organisation may pass on management responsibility to another Cricket Organisation (including SACA) or CA if this is more appropriate – for example due to seriousness or a conflict of interest.

The Cricket Organisation managing a Report or Complaint is responsible for following this Procedure and taking the appropriate steps to resolve it.

External referral(s)

At any time, a Report or Complaint may be referred to an external authority such as the police, a regulator, a government agency or a child protection agency, where appropriate.

If this happens, the Cricket Organisation may pause action under this Procedure to avoid interfering with the external process and will liaise with the relevant authority as needed.

Immediate safety risks

If there is any immediate risk to a person's safety, police should be alerted immediately (call 000).

If there are concerns that a Child or Young Person may be at risk of significant harm, police and child protection agencies should be notified as required by law and in accordance with the Safeguarding Children and Young People Framework.

Interim action

If there is a concern that someone involved in a Report or Complaint:

- could pose a risk of harm to others or could be at risk themselves; and/or
- might interfere with an investigation or process,

the Cricket Organisation managing the matter (or SACA or CA if appropriate) may take temporary steps to manage the risk. This may include suspension, restricting duties, closer supervision, changing roles or location, limiting participation or other privileges or other appropriate steps.

Any interim action is a temporary risk management measure only and does not mean any breach has been found, a Report or Complaint has been substantiated or that a decision has been made.

A person affected by interim action may ask for the interim action to be reviewed by a Hearing Tribunal. The review is limited to whether the interim action was reasonable and proportionate to the risks identified. Refer to the Hearing Tribunal Procedure for more detail.



Investigation

If needed or appropriate, the Cricket Organisation managing a Report or Complaint may carry out an investigation to gather more information.

An investigation may involve:

- speaking with the person(s) who made the Report or Complaint;
- speaking with any person(s) or representative(s) of a Cricket Organisation the Report or Complaint is about or involves;
- speaking with witnesses or other people who may have relevant information;
- seeking, obtaining and reviewing documents, records, messages, images, or video footage; and
- making other reasonable enquiries to seek to understand what happened.

To allow people to respond properly, some information about the Report or Complaint and the issues raised may need to be shared during an investigation. Information will only be shared where necessary and handled sensitively.

Procedural fairness applies at all times. This means that everyone involved should be treated fairly, given a reasonable opportunity to be heard and allowed to respond to relevant information before any decisions are made by an unbiased decision-maker.

The investigation must be conducted in an objective, impartial and respectful way.

Where appropriate, the Cricket Organisation may appoint an independent investigator. Even where this occurs, the Cricket Organisation remains responsible for managing the matter and must pay for any associated costs.

Accurate records of the investigation, including any evidence gathered, must be kept and stored securely and confidentially in line with the record-keeping requirements under this Procedure.

Note: If a person has already been convicted or found guilty in a criminal, disciplinary, or professional process for conduct that would amount to Prohibited Conduct under a Relevant Policy or a breach of a Relevant Policy or Code of Behaviour, no further investigation is required under this Procedure. That conduct will be taken as proven.

Report handling

Refer to the flow chart in Annexure 2 for guidance on Report handling.

Each Report will be assessed to determine whether it:

- should be recorded for noting only (e.g. for background, trend analysis or record-keeping purposes);
- should be investigated (or further investigated);
- requires external referral;
- requires action or follow up;
- requires ongoing monitoring or re-assessment;
- should be treated as a Complaint and managed under the Complaint Resolution Process; or
- may be finalised and closed.



In making this assessment, consideration may be given to factors such as:

- the seriousness of the alleged conduct;
- any immediate safety risks (including safety of a Child or Young Person or other Vulnerable Person);
- the information and evidence available;
- whether the matter has already been addressed or resolved;
- whether the matter has been dealt with through external referral and the result;
- whether the issue or conduct is ongoing or has ceased and risks of recurrence;
- scope and coverage of any Relevant Policy;
- the purpose for which the Report was made;
- any expressed desired outcomes of the Reporter; and
- whether any action or follow up is required or appropriate in the circumstances (including to stop or prevent any conduct of concern or address risks).

The Reporter and other relevant parties may be informed of next steps or outcomes where appropriate, subject to confidentiality and safety considerations.

Reports recorded for noting only

A Report may be recorded without further action where it is assessed as appropriate to be noted only, including for background information, trend analysis or record-keeping purposes. This may occur where there is insufficient information to proceed, the Report is anonymous or not confirmed or supported by available evidence or witnesses, the matter is historical and requires no current action or information is provided for awareness only.

Where appropriate, the Reporter may be informed that the Report has been recorded for noting only. Reports may be reviewed periodically to identify trends or reassess whether further action is required if new information or increased risk arises.

Investigation

Please refer to 'Investigation' section above.

External referral

Please refer to 'External referral' section above.

Ongoing monitoring or re-assessment

Ongoing monitoring may be undertaken or re-assessment may occur to determine whether an issue has been resolved, is continuing, worsens, re-emerges and/or requires further action.

Action or follow up

In response to a Report, after assessment, steps or measures may be taken to address or resolve the matter, prevent it from happening again, implement safeguards to prevent harm, reduce risk, implement improvement measures, provide support to a person affected, address a behaviour, update or correct a process, policy or procedure, issue guidance, provide training or education or other appropriate actions or follow up.



Conversion to a Complaint

A Report may be converted into a Complaint at any time, where considered appropriate by the relevant Cricket Organisation (or SACA or CA, if applicable). This may occur where the matter is serious, indicates a pattern of concerning conduct, raises safety or child safety risks, is requested by the Reporter or affected person, or otherwise warrants management under the Complaint Resolution Process.

Any decision to convert a Report into a Complaint will be documented, including the reasons. Once converted, the matter will be managed as a Complaint from the date of conversion, unless otherwise required by law or this Procedure. Relevant parties will be notified where appropriate and practical, subject to confidentiality, safety, and integrity considerations.

Complaint Resolution Process

Complaints are handled either informally or formally, depending on how serious they are and what is appropriate in the circumstances.

Regardless of whether a Complaint is handled informally or formally, the respondent should be provided with a copy of the Report or Complaint Form (Annexure 4).

Refer to the flowchart in Annexure 3 for guidance on informal and formal resolution of Complaints.

Informal resolution (if/where appropriate)

Informal resolution may be suitable for low-level (Category 1 and 2) or first-time issues, where everyone involved is willing to try to resolve the matter cooperatively. It is a voluntary process and not suitable for serious Complaints.

Informal resolution may include one or more of the following:

- direct discussions between those involved;
- a facilitated discussion; or
- guidance, coaching or clarification regarding expected behaviour.

Any informal approach must be appropriate to the issue, fair to everyone involved and agreed to by both the Complainant(s) and the Respondent(s).

Possible outcomes may include:

- an apology or acknowledgement;
- agreed changes to behaviour or practices;
- education, counselling, mentoring, or guidance; or
- a warning or reprimand.

The option(s) chosen should be appropriate to the issue, acceptable to the Complainant(s) and Respondent(s) and not disadvantage or be unfair for a Complainant or Respondent.

A follow up check-in may occur to confirm the issue has been resolved.

A brief confidential record of the outcome should be kept.

If informal resolution is not successful, a Complaint may move to formal resolution.



Formal resolution

Formal resolution should be used where:

- informal resolution was not successful; or
- the Complaint is serious, complex, or disputed; or
- the circumstances mean informal resolution is not appropriate.

The Report and Complaint Categorisation Guidance must also be considered.

The Respondent(s) must be notified in writing of:

- the allegations;
- the process to be followed; and
- their right to respond and to involve a Support Person (not a Legal Representative or advocate, unless agreed).

Formal resolution may include one or more of the following:

- an investigation (if this has not already occurred or further investigation is required or appropriate);
- external referral;
- agreed Alternative Dispute Resolution;
- a decision / determination by the managing Cricket Organisation;
- referral to a Hearing Tribunal; and
- appeal to an Appeal Tribunal (following a Hearing Tribunal outcome).

Investigation

Please refer to 'Investigation' section above.

External referral

Please refer to 'External referral' section above.

Alternative Dispute Resolution

If both/all parties agree, Alternative Dispute Resolution options may include:

- Mediation – an independent person helps the parties reach their own agreement (by passively facilitating discussions);
- Conciliation – similar to mediation, but the facilitator may be more active and suggest outcomes; or
- Case appraisal – an independent expert provides a non-binding opinion on the issues.

The Complaint Resolution Process may be paused while an Alternative Dispute Resolution process is underway and discontinued and closed if the matter is resolved.

Decision by managing Cricket Organisation

After an investigation (unless referred directly to a Hearing Tribunal), the managing Cricket Organisation may decide whether the Complaint is:



- substantiated;
- not substantiated; or
- unable to be determined,

based on whether it is *more likely than not* that the Breach occurred based on the available information and evidence (including from any witnesses).

If a Breach is found, the managing Cricket Organisation will decide what Sanction (if any) applies and issue a Breach Notice to the Respondent.

A Breach Notice will:

- outline the findings;
- set out proposed Sanctions;
- explain a Respondent's right to request a hearing; and
- explain that failure to respond within **14 days** means the findings and Sanctions are accepted (and will stand).

The Respondent may:

- accept the findings and Sanctions; or
- dispute them, which will refer the matter to a Hearing Tribunal.

Sanctions

Sanctions may be imposed if:

- a Breach is substantiated;
- a Breach is admitted; or
- the Respondent does not respond to a Breach Notice within the required time.

Possible Sanctions include:

- direction to undertake education, counselling, mentoring, or training;
- an apology or corrective action;
- warnings or reprimands;
- suspension or removal from roles, membership, or participation;
- financial penalties or repayment of funding, grants or support;
- restrictions on attendance or bans from cricket facilities, venues or events;
- suspension or restriction of rights, benefits and privileges;
- deregistration (for coaches, match officials or players);
- cancellation of any relevant accreditation or licence; or
- any other proportionate and appropriate Sanction.

Sanctions must be fair and proportionate. In deciding Sanctions, the managing Cricket Organisation may consider the seriousness of the conduct, whether it was repeated, whether conduct was intended or inadvertent/mistaken, the impact on others and the sport, the circumstances of and impact on the Respondent and the views of the Complainant(s).



Enforcing Sanctions

All Cricket Organisation(s) must follow and enforce any Sanction(s) imposed in connection with a Complaint. This means:

- recording the Sanction correctly in PlayHQ and/or OfficialsHQ (or any replacement system); and
- ensuring anyone who is suspended, expelled or otherwise not allowed to participate or spectate is not registered or allowed to participate or spectate (as applicable) until the Sanction ends.

Hearing Tribunal

A Hearing Tribunal may be used where:

- the Respondent disputes findings or Sanctions following a Breach Notice (triggering a Hearing Tribunal); or
- the allegations involve a possible Serious Breach or are complex and/or high-risk (including involving integrity or safety concerns, Discrimination, Harassment or Abuse);
- the matter involves conflicts of interest; or
- fairness or transparency requires independent determination.

The Hearing Tribunal will decide whether the Complaint is substantiated and, if so, what Sanctions will apply.

A Hearing Tribunal may also review any interim action to decide whether it was reasonable and proportionate (but will not decide the Complaint at that stage).

Refer to the Hearing Tribunal Procedure for more detail as to how the Hearing Tribunal will be formed and run.

Appeal Tribunal

Certain decisions made by a Hearing Tribunal can be appealed.

The Appeal Tribunal Procedure details which decisions may be appealed, the available grounds for an appeal and how an Appeal Tribunal will be formed and run.

Standard of proof – decisions under this Procedure

A decision made under this Procedure (including Hearing Tribunal and Appeal Tribunal decisions) are made on the *balance of probabilities*. This means deciding whether it is more likely than not that:

- the conduct or events happened; and
- the conduct was Prohibited Conduct or breached a Relevant Policy or Code of Behaviour.

Failure to cooperate

If a Cricket Participant or Cricket Organisation does not cooperate with a process under this Procedure, without good reason, by refusing to:

- answer relevant questions;
- provide relevant information or documents; or
- take part in a process,



the Cricket Organisation, Hearing Tribunal or Appeal Tribunal may make a decision based on the information they do have. They may also draw negative conclusions from a failure to cooperate but only if the person or organisation has been told prior that this could happen.

Important: No person or organisation is required to answer a question or provide information if doing so would break the law.

Closing a Report or Complaint

A Report or Complaint may be closed where it:

- is outside the scope of this Procedure or any Relevant Policy or Code of Behaviour;
- is not substantiated or there is not enough evidence to support it;
- does not require further action (for example, it was recorded for noting only or involved a minor issue);
- has been resolved;
- is closed by agreement of the parties, including after Alternative Dispute Resolution;
- has findings or Sanctions that have been accepted;
- has been withdrawn by a Complainant or Reporter; or
- has been determined and finalised by a Hearing Tribunal or Appeal Tribunal.

Once a matter is closed, no further action will be taken unless significant new information or evidence becomes available or new circumstances arise that justify re-opening the matter.

Support Person

A Reporter, Complainant or Respondent may have a Support Person with them at any meeting, interview or hearing under this Procedure.

A Support Person:

- may be a friend, family member, colleague, parent, guardian, carer, or other trusted person;
- is there to provide emotional or practical support; and
- must not speak on behalf of the person, give evidence, or act as a Legal Representative or advocate (unless agreed).

The role of the Support Person is to assist the individual to understand the process and feel supported.

The Cricket Organisation may refuse a proposed Support Person where there is a conflict of interest or another valid reason and may require an alternative Support Person to be nominated.

Additional support or accommodations may be provided where a Child, Young Person, or other Vulnerable Person is involved (see below).

Additional support for Vulnerable Persons

Where a Report or Complaint involves a Vulnerable Person, including a Child or Young Person, the managing Cricket Organisation must take extra care to make the process safe, supportive, and accessible.

Guidance as to assistance for Vulnerable Persons in making a Report or Complaint is set out above (in the 'Making a Report or Complaint' section).



After a Report or Complaint is made, the managing Cricket Organisation will:

- explain what will happen next in a clear, respectful and age-appropriate way;
- offer ongoing support, including access to a Support Person, parent, guardian, carer, advocate or qualified Interpreter or Translator where needed;
- provide and cover the cost of a qualified Interpreter or Translator where there are language or communication barriers (including Auslan or other communication needs);
- make reasonable adjustments to reduce stress or barriers to participation (such as breaks, different formats, or indirect participation);
- use a trauma-informed and culturally sensitive approach; and
- limit the number of times the Vulnerable Person is required to talk about the matter, where possible.

For matters involving a Child or Young Person, a Child-Focused Approach will be used (consistent with Annexure B of the Australian Cricket Policy for Safeguarding Children and Young People). The Child or Young Person will not be required to participate directly unless it is appropriate and necessary, and their views will be gathered in a safe and suitable way.

If a Vulnerable Person finds written communication difficult, they:

- do not have to provide written responses;
- may give information verbally or in another supported way;
- may be assisted by a Support Person, Translator, advocate or carer; and
- may use alternative communication methods such as phone, video, or audio recording.

A Vulnerable Person must not be disadvantaged, intimidated or discouraged from continuing with a Report or Complaint because of age, disability, language, fear of reprisal, or any other vulnerability.

Where needed, the managing Cricket Organisation may involve external support services or make referrals to support the Vulnerable Person's safety and wellbeing.

Confidentiality

All Reports and Complaints will be handled confidentially. Information will only be shared on a need-to-know basis.

Information may be shared where required or allowed by law. Decisions about what information is shared, how and with whom will be made on a case by case basis (and with SACA approval where required). In some cases, information may be limited or not shared at all.

Information relating to Vulnerable Persons is inherently more sensitive and carries a greater risk of potential harm if disclosed. Accordingly, additional care, discretion and safeguards should be exercised in handling such information. Access should be strictly limited to those with a legitimate 'need to know'. The number of persons with authorised access should be kept to an absolute minimum (e.g. role-based access, access approval systems and monitoring access). Enhanced security measures should be applied where feasible (such as storing information in secure locations, whether physical or digital and using clear protocols for handling and transmission). Identifying details could be removed or limited where full identification is not necessary. Only necessary information should be collected and retained and disposed of once no longer required.



A Cricket Organisation may share information where reasonably necessary to:

- manage or resolve the Report or Complaint, including with the people and any Cricket Organisation(s) involved;
- inform SACA, CA, another Cricket Organisation or other relevant bodies;
- engage investigators, advisers, insurers, auditors or other professionals;
- notify Cricket Organisations that need to enforce or apply a Sanction;
- meet legal obligations or respond to regulators, courts or authorities;
- report matters to external agencies (e.g. police, regulators or child protection agencies);
- prevent or reduce risks to safety, health or wellbeing of Cricket Participants, especially Children, Young People or other Vulnerable Persons; or
- give effect to a Sanction that is required or approved to be made public.

Record-keeping

Records may include details of a Report or Complaint, assessments, decisions and reasons, correspondence, investigation steps, outcomes and any Sanctions or Breach Notices issued.

All Reports, Complaints and related actions must be properly recorded and stored securely.

Records must be managed and stored in line with applicable laws. Records must be kept for the period required by law (usually 7 years) or any policy or procedure of the relevant managing Cricket Organisation or otherwise, if no specified period applies, for as long as reasonably necessary to manage the matter (or any related process), meet legal, regulatory or integrity obligations or to protect Cricket Organisations and Cricket Participants.

Records must not be altered, destroyed or shared except as allowed under this Procedure or by law.

Cricket Organisations (including SACA) and CA may keep a summary register of Reports, Complaints, outcomes, Sanctions and Breach Notices to help monitor trends, support compliance with this Procedure and Relevant Policies or Codes of Behaviour, mitigate risks and support permitted information sharing. SACA and CA may request information for these purposes.

Breaches of this Procedure

There may be a breach of this Procedure (separate and additional to any Report or Complaint under a Relevant Policy or relating to a Code of Behaviour) where a Cricket Organisation or Cricket Participant:

- fails to make a Report or Complaint after becoming aware of possible Prohibited Conduct or a possible breach of a Relevant Policy or Code of Behaviour;
- deliberately withholds relevant information or documents under this Procedure (unless there is a reasonable or lawful basis);
- does not cooperate under, or follow, this Procedure;
- knowingly provides inaccurate or misleading information under this Procedure;
- makes a Report or Complaint maliciously or with an improper motive or objective;
- fails to comply with a Breach Notice or Sanction (if/where applicable); and/or
- fails to maintain confidentiality under this Procedure.

These breaches will also be handled under this Procedure.



Education

SACA will develop, implement and maintain education initiatives and resources to support Cricket Organisations in relation to their implementation of this Procedure.

Affiliated Clubs and Associations should consider education initiatives for their Cricket Participants to promote awareness and understanding of this Procedure.

Cricket Organisation responsibilities

All Cricket Organisations must:

- adopt this Procedure and follow it, including updating their governance documents if needed;
- promote and explain this Procedure, provide education on it, keep it available on their website and supply copies on request; and
- use the forms and wording recommended by SACA to support and apply this Procedure.

SACA will support Cricket Organisations to implement and apply this Procedure where needed, including by providing guidance, education and training and resources.



Schedule 1 – Definitions

Any capitalised term not defined in this Procedure has the meaning given to it in the Affiliate Protection Policy or other Relevant Policy or Code of Behaviour.

Affiliate Protection Policy means the Affiliate Protection Policy published and amended by SACA from time to time and available on the [SACA website](#).

Affiliated Club/Association means a cricket club or association that has been granted affiliate status by SACA.

Alternative Dispute Resolution refers to processes such as mediation or conciliation that may be used to seek to resolve a Complaint or alleged Breach under this Procedure (but excludes arbitration).

Appeal Tribunal has the meaning given in the Appeal Tribunal Procedure.

Australian Cricket's Safeguarding Children and Young People Framework includes the following:

- Australian Cricket Policy for Safeguarding Children and Young People;
- Looking after our Kids Code of Behaviour; and,
- Statement of Commitment to Child Safety,

each as amended from time to time.

Breach or Breaches means Prohibited Conduct or other conduct not permitted under, or inconsistent with, a Relevant Policy, Code of Behaviour or this Procedure.

Breach Notice means a written notification of findings and any Sanction(s) sent to a Respondent by a managing Cricket Organisation in accordance with this Procedure.

Child or Young Person means a person under the age of eighteen years and Children or Young People mean more than one Child or Young Person.

Child-Focused Approach means an approach to managing Reports or Complaints that prioritises the safety, wellbeing and best interests of the Child(ren) and Young Person in all decisions and actions, including how Reports and Complaints are assessed, responded to and resolved, in accordance with the National Principles for Child Safe Organisations.

Complaint is a concern or allegation raised with a Cricket Organisation about possible Prohibited Conduct or a possible breach of a Relevant Policy or Code of Behaviour (or this Procedure), where the Complainant is directly affected or acting on behalf of a Vulnerable Person.

Complainant means a Cricket Participant or Cricket Organisation raising or making a Complaint under this Procedure (including on behalf of a Vulnerable Person).

Complaint Resolution Process means the process or processes available for managing and resolving a Complaint under this Procedure (as set out in this Procedure).

Cricket Organisation includes:

- SACA;
- any SACA Affiliated Club or Association; and
- any other organisation who has agreed to be bound by this policy.



Cricket Participant includes:

- players registered with, or entitled to participate in the activities of, a Cricket Organisation;
- coaches appointed by a Cricket Organisation (whether in a professional or voluntary capacity) to train or support a Cricket Organisation player, team or squad;
- administrators with a role in the governance, administration or operation of a Cricket Organisation, including directors (if applicable), committee members, President, Vice President, Secretary, Treasurer (or other persons holding a relevant role);
- officials, including umpires, scorers, other match officials appointed by a Cricket Organisation or Team sanctioned by SACA;
- player support personnel appointed by a Cricket Organisation (whether in a professional or voluntary capacity), including any trainer, team manager, player agent, selector, team official, doctor, physiotherapist, dietitian, fitness or other health related advisor;
- registered members of an Affiliated Club or Association;
- employees, contractors and volunteers of a Cricket Organisation; and
- any other individual who has agreed to be bound by this Policy (including, without limitation, a parent/guardian via any registration process).

Cricket Spectator(s) means a person attending a cricket match conducted under the auspices of a Cricket Organisation as a spectator and who is subject to a Spectator's Code of Behaviour.

Hearing Tribunal has the meaning given in the Hearing Tribunal Procedure.

Interpreter means a person who assists by accurately translating spoken words from one language to another during discussions, meetings or interviews to support a person's understanding and participation. An Interpreter must be and remain neutral and must not provide advice or advocate on behalf of any person.

Legal Representative means a person who holds, or has held in the past five years, a practising certificate as a lawyer or barrister in any Australian jurisdiction.

Member Protection Information Officer (MPIO) means a designated contact person at a Cricket Organisation who provides information, guidance and support about Reports and Complaints and available options under this Procedure, but does not investigate, make decisions or resolve matters.

PlayHQ means the cricket administration platform used by Cricket Organisations (or any substitute).

Procedure means this Report and Complaints Resolution Procedure.

Relevant Policy or Relevant Policies has the meaning given in this Procedure under the heading "Purpose".

Report means information provided to a Cricket Organisation about conduct of concern, including possible Prohibited Conduct or a possible breach of a Relevant Policy or Code of Behaviour, regardless of whether the Reporter is personally affected.

Report and Complaint Categorisation Guidance means the guidelines for evaluating alleged Breaches and assisting with determining an appropriate body and mechanism to manage a Report or Complaint, as published and amended by SACA from time to time. Refer to Annexure 1.



Reporter means a Cricket Participant or Cricket Organisation raising or making a Report under this Procedure.

Respondent means a Cricket Participant, Cricket Organisation or, where applicable, a Cricket Spectator who a Complaint is made about.

Sanction means a disciplinary action imposed on a Respondent as a consequence for Prohibited Conduct or for breaching a Relevant Policy or Code of Behaviour. Examples of possible Sanctions are listed in this Procedure.

Serious Breach means any alleged Breach involving:

- criminal conduct (including, without limitation) Child Abuse, Sexual Abuse, Sexual Misconduct or serious assault;
- an immediate risk of physical harm to a person;
- use, possession, supply or trafficking of illicit drugs;
- the supply of alcohol and/or illicit drugs to a Vulnerable Person; and
- a failure to report Child Abuse or Sexual Misconduct.

Support Person means a person chosen by a Complainant or Respondent to provide emotional or practical support during the Complaint Resolution Process. A Support Person does not represent a person, advocate on their behalf or speak for them unless expressly permitted by agreement with the Cricket Organisation managing the Complaint.

Officials HQ means Australian Cricket's adopted umpire administration platform (or any substitute).

Translator means a person who assists by accurately converting written information or documents from one language to another to support a person's understanding and participation. A Translator must be and remain neutral and must not provide advice or advocate on behalf of any person.

Vulnerable Person means a person who is:

- a Child or Young Person; or
- aged 18 years or over but is, or may be, unable to adequately care for or protect themselves against harm or exploitation due to age, illness, disability, trauma or any other relevant circumstance.

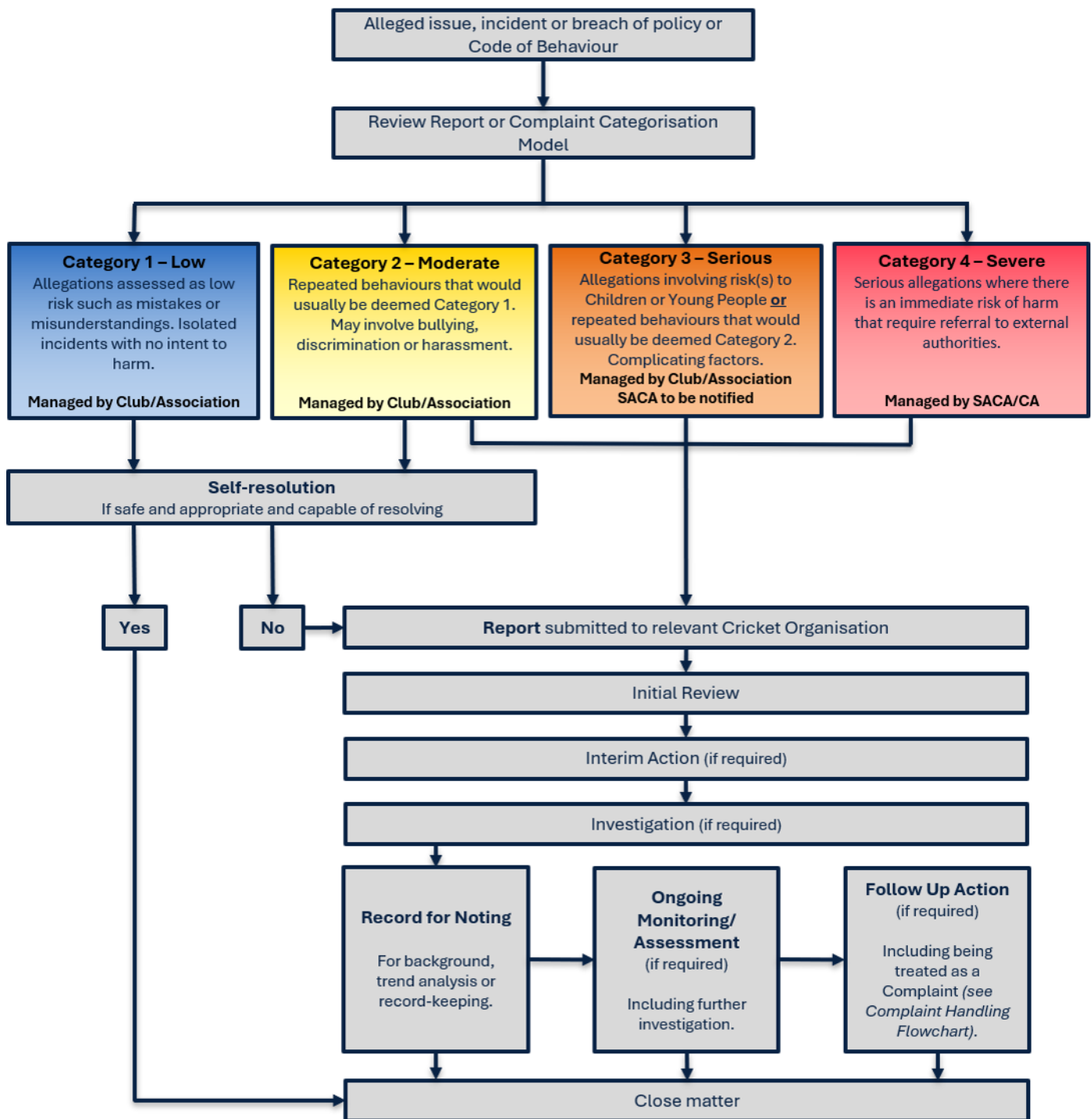


Annexure 1 – Report and Complaint Categorisation Guidance

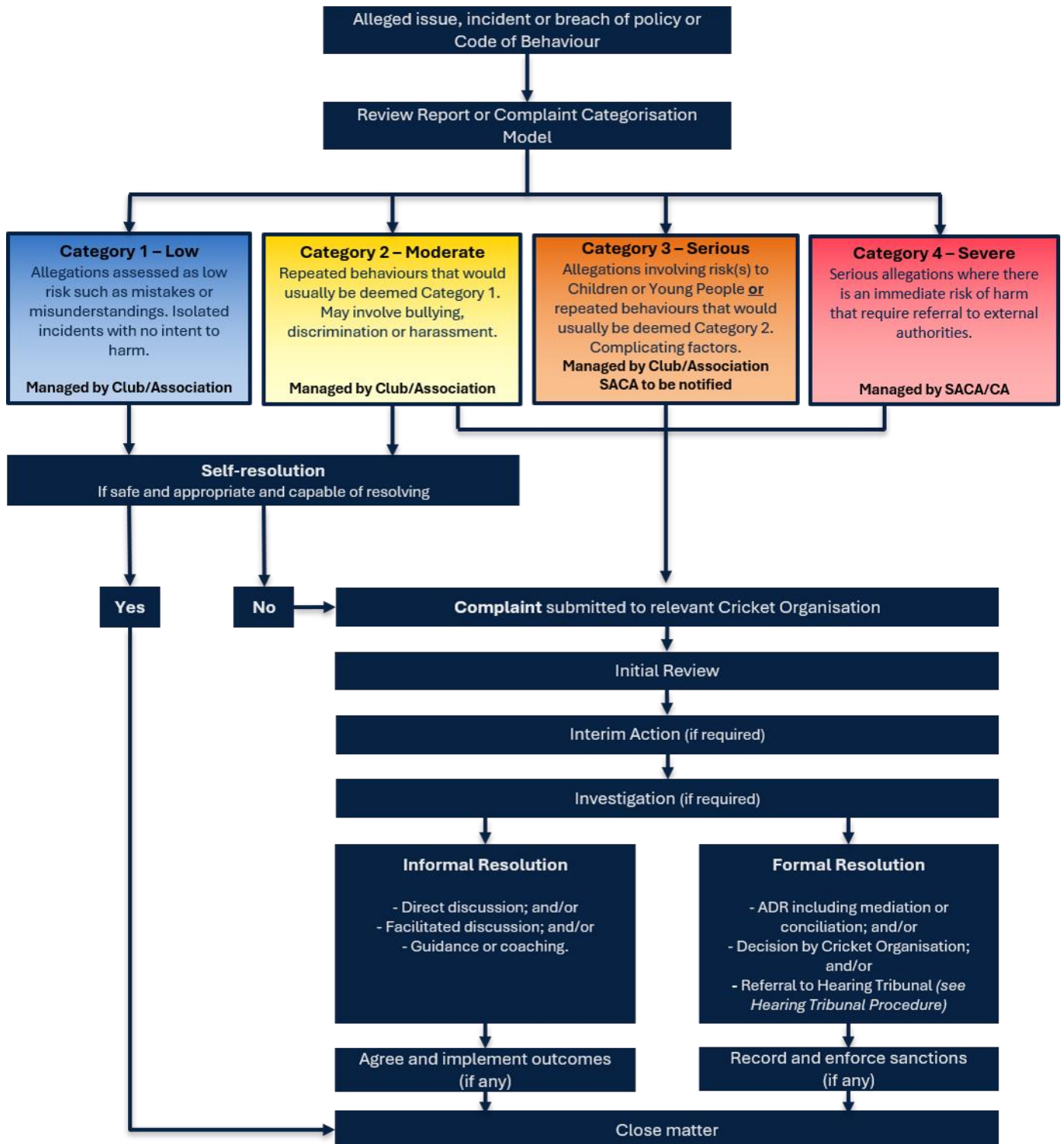
Category	Level	Description	Managing Cricket Organisation
Category 1	Low	Allegations assessed as low risk such as mistakes or misunderstandings. These incidents are isolated and there is no intent to harm. Examples: • Disrespectful comments or swearing • Verbal abuse that is considered lower level (aggressive tone, without malice) • Offensive, inappropriate or rude jokes (not of a sexual nature or involving race, religion or gender identity) These matters often don't require formal investigation and utilise strategies such as education as a deterrent.	Club and/or Association
Category 2	Moderate	Repeated behaviours that are deemed Category 1. Allegations assessed as moderate risk. Examples: • Bullying • Discrimination • Harassment • Physical abuse • Offensive, inappropriate or rude jokes of a sexual nature • Threats Complicating factors may mean the allegation needs to be managed as Category 3.	Club and/or Association
Category 3	Serious	Repeated behaviours that are deemed Category 2. Allegations assessed as serious risk. All allegations involving Vulnerable Persons or Children and Young People and breaches of the Safeguarding Children and Young People Framework (including material or repeated non-compliance with child safe practices outlined in the Looking After our Kids Code of Behaviour).	Club and/or Association to manage (as appropriate) SACA must be promptly notified and will liaise with Cricket Australia.
Category 4	Severe	All allegations where there is an immediate risk of harm. Likely to be criminal in nature. Examples: • Severe or repeated bullying, harassment or discrimination • Sexual abuse • Physical abuse • Child abuse (including supplying alcohol/drugs to minors) • Serious assault • Use/trafficking of illegal drugs • Match fixing or corruption	SACA or Cricket Australia Must be reported to the relevant external authority/body e.g. police, child protection agencies. SACA must be promptly notified and will liaise with Cricket Australia.



Annexure 2 – Report Resolution Procedure Flowchart



Annexure 3 – Complaint Resolution Procedure Flowchart



Annexure 4 – Report or Complaint Form

Report or Complaint Form	
Your name: (Reporter / Complainant)	☐ Under 18 ☐ 18+
Do you wish to remain anonymous?	☐ Yes ☐ No Note: Anonymity may limit response and action taken
Your phone number:	
Your email:	
Your club/association:	
Your role within cricket (if any):	☐ Administrator ☐ Player ☐ Coach/Team Support Personnel ☐ Parent ☐ Match Official ☐ Spectator ☐ Other: (please note) _____
Individual(s) named/involved in this Report or Complaint (Respondent(s))	
	Are any individuals involved under the age of 18? ☐ Yes ☐ No If 'yes', please note within this form.
Respondent(s)'s club / association (if any) and their role (if any)	
When did the alleged incident/breach occur? Date, time	
Where did the alleged incident/breach occur? Location, club, suburb etc.	
What is the nature of the alleged incident/breach?	☐ Physical Abuse ☐ Emotional Abuse ☐ Verbal Abuse ☐ Financial Abuse ☐ Inappropriate use of Power ☐ Bullying ☐ Discrimination ☐ Harassment ☐ Sexual Misconduct ☐ Victimisation ☐ Vilification ☐ Child Safety breach ☐ Code of Behaviour breach



Facts of alleged incident/breach Please provide as much information as possible, including details of who is involved, describe what happened and when and also how you know this information (i.e. observed or found out through other means/told etc.)– Please attach further page if necessary	
Impact(s) of what occurred Please outline the impact the alleged incident / breach has had on the Complainant Please attach further page if necessary	
Witnesses (if any)	Did anyone else witness the alleged incident/breach by the Respondent(s)? ☐ Yes ☐ No ☐ Unsure If 'Yes', please list any witnesses and their contact details (if known): 1. 2.
Outcome you are seeking Please state what you wish to occur as a result of this process (i.e., apology, Sanction, other action)	
Preferred Resolution Process Please state your preferred resolution method for this process (for example - Informal resolution, Mediation, Conciliation, Hearing Tribunal etc., noting that this decision will be made by the relevant managing Cricket Organisation.)	



The following is for Cricket Organisation use only	
Name of person receiving Report or Complaint:	
Receipt of Report or Complaint acknowledged to Reporter/Complainant	☐ Yes Date:
Is this a Report or Complaint (assessed by managing Cricket Organisation)?	☐ Report ☐ Complaint
Methods (if any) of attempted early intervention, self-resolution, informal resolution etc.	
Any formal resolution procedures followed (outline)	
Any investigation conducted?	
If investigated:	Finding(s):
If mediated or conciliated:	Date of mediation/conciliation: Both/all parties present: Agreement/outcome reached (if any): Any other action taken:
If referred to a Hearing Tribunal:	Date of hearing: Outcome: Sanctions (if any):
If decision appealed to a Appeal Tribunal	Date of appeal: Outcome: Sanctions (if any):
Resolution timeframe	☐ Less than 3 months to resolve ☐ Between 3 – 8 months to resolve ☐ More than 8 months to resolve
Form completed by	Name: Position: Signature: Date:

This record and any notes must be kept confidential and secure.

