

Australian Hockey Complaint Management Guide

| Document | HA/MA Constitution | Anti-Doping Policy | Code of Conduct | Member Protection Policy | Safe Hockey Safe Kids Code (part of Code of Conduct) | Betting and Match-Fixing Policy | Illicit Drugs Policy | SSSM Policy | Selection Policy | Other HA Policies (inc. Whistle-blower) | Other MA Policies |
|-----------------------------|--|---|---|--|--|--|--|--|---|--|-------------------|
| | | | | | | | | | | | |
| Scope | Objects and powers for furthering objects | Management of Anti-Doping Rule Violations | Establish standards of behaviour of participants | Protect participants from discrimination, harassment, bullying and abuse | Provision of safe environments for children and young people | Protection against illegal and fraudulent betting and match-fixing | Restrict the use of illicit drugs in hockey | Protect athlete health and wellbeing | Provide transparency for identification and selection of athletes | Various | Various |
| Adopted By | HA/MA | HA | HA, MA, regional associations, affiliated clubs | HA, MA, regional associations, affiliated clubs | HA, MA, regional associations, affiliated clubs | HA, MA, regional associations, affiliated clubs | HA, MA, regional associations, affiliated clubs | HA, MA, regional associations, affiliated clubs | HA | HA | MA |
| Application | Members | HA, MA, affiliates, specified athletes, athlete support personnel and other persons | Members of HA, athletes, athlete support personnel, officials, directors, employees and volunteers of HA/MA or Authorised Providers | Members of HA, athletes, athlete support personnel, officials, directors, employees and volunteers of HA/MA or Authorised Providers | HA/MA directors, state/national coaches and team managers, officials, permanent/casual or contracted employees | HA athletes and team support personnel, directors/ volunteers/ employees of HA/MA and Authorised Providers, participants in Hockey One League and Australian Championships | HA athletes and team support personnel, directors/ volunteers/ employees of HA/MA and Authorised Providers, participants in Hockey One League and Australian Championships | HA athletes and team support personnel, directors/ volunteers/ employees of HA/MA and Authorised Providers, participants in Hockey One League and Australian Championships | Athletes | As per Policy | As per Policy |
| | | | | | | | | | | | |
| Examples | Membership, Board, conduct of meetings, governance | ADRVs including: <ul style="list-style-type: none">presence, use or attempted use or possession of Prohibited Substancefailing to submit to doping controltampering | Act within the rules and spirit of hockey; act with honesty, integrity and objectivity; not engage in unbecoming conduct; provide a safe environment for the conduct of programs and events | “Prohibited Conduct” includes abuse, bullying, harassment, sexual misconduct, unlawful discrimination, victimisation or vilification | Safe recruitment and screening, safe behaviours, safe communication, safe environments | Betting on HA-sanctioned hockey matches and events, sharing inside information for betting purposes, deliberately under-performing, failure to disclose approaches or knowledge of corrupt conduct | “Prohibited Conduct” includes use, possession, trafficking of an illicit drug | Recruitment of suitable staff who are bound by NIF policies. Regulation of supplement use. | Selection process; assessment criteria; appeals | Various | Various |
| Complaint Reporting Options | HA/MA CEO | SIA Reporting Hotline | Stopline integrity@hockey.org.au SIA Reporting Hotline/Complaints Handling Department | | | | | | Non-selected National athletes can seek feedback from coach | As per Policy | As per Policy |
| Time Limit for Complaints | In line with notification processes | 10 years from alleged offence | 10 years from alleged Prohibited Conduct” | | | | | | N/A | As per Policy | As per Policy |
| Complaint Handling Process | Via AGM, General Meetings, EGMs | As per policy | As per Complaints and Disputes Policy, a complaint may be made by completing a Complaint Form and submitting it to the relevant Sport Organisation | | | | | | Appeals Process as per policy | As per Policy | As per Policy |
| Disciplinary Action Process | Suspension or termination of membership | As per policy | Alleged breaches can be determined under one of the following processes: <ul style="list-style-type: none">Alternative Dispute ResolutionMinor Breach ProcedureBreach Offer | | | | | | N/A | As per Policy | As per Policy |
| Further Detail | | | | | | | | | | Via HA | Via MA |

Click the above buttons to go the corresponding websites

