

PART E: REPORTING DOCUMENTS/FORMS

To assist in consistency and accuracy in following procedure and reporting on the issues covered by MTBA's Member Protection Policy, the following documents are to be used:

- E1 Confidential Record of informal complaint** – to be used by MPO or others who receive a complaint or allegation
- E2 Confidential Record of Formal Complaint** – to be used when a formal complaint is received by MTBA
- E3 Confidential Record of Child Abuse Allegation** – to be used by MPO or others who receive complaints/allegations of child abuse
- E4 Record of Mediation** – to be used by those who conduct a mediation
- E5 Record of Tribunal Decision**

General principles to be followed when completing a report of a complaint:

- Treat all complaints seriously.
- Deal with complaints promptly, sensitively and confidentially.
- Maintain a calm attitude.
- Ask the complainant if they will consent to you taking notes.
- Write the description of the complaint /problem using the complainants own words (as much as is possible).
- Find out the nature of the relationship between the complainant and the person complained about (for example, coach/competitor, team members, etc) and if there is any relevant history.
- Take a note of the facts and do not pre-judge the situation.
- Ask the complainant whether they fear victimisation or other consequences.
- Find out what outcome the complainant wants and if they need any support.
- Ask the complainant how they want the complaint to be dealt with under the policy.
- Keep the complaint confidential and do not disclose it to another person without the complainant's consent except if disclosure is required by law (for example, a report to government authorities) or if disclosure is necessary to effectively deal with the complaint.

Attachment E1: CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

EO or MPO Name			Date: / /
Complainant's Name			
	Over 18	Under 18	
Role/status in <i>[sport]</i>	Administrator (volunteer)	Parent	
	Athlete/player	Spectator	
	Coach/Assistant Coach	Support Personnel	
	Employee (paid)	Other	
	Official	
		
Location/event of alleged issue			
Facts as stated by complainant			
Nature of complaint (category/basis/grounds)	Harassment or Discrimination		
	Sexual/sexist	Selection dispute	
Can tick more than one box	<input type="checkbox"/> Sexuality	Personality clash	
	<input type="checkbox"/> Race	Bullying	
	<input type="checkbox"/> Religion	Verbal abuse	
	<input type="checkbox"/> Pregnancy	Physical abuse	
	<input type="checkbox"/> Disability	Victimisation	
	<input type="checkbox"/> Child Abuse		
	<input type="checkbox"/> Other		
Feelings expressed by complainant (completing this may help to separate emotional content from facts)			
What they want to happen to fix issue			

What information I provided	
What they are going to do now	

This record and any notes must be kept in a confidential place – do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be sent to MTBA's EO.

Attachment E2: CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name	Over 18	Under 18	Date Formal Complaint Received: / /
Role/status in mountain biking	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other	
Name of person complained about	Over 18	Under 18	
Role/status in mountain biking	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other	
Location/event of alleged issue			
Description of alleged issue			
Nature of complaint (basis/grounds/category) Can tick more than one box	Harassment or Sexual/sexist <input type="checkbox"/> Sexuality <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Pregnancy <input type="checkbox"/> Disability <input type="checkbox"/> Child Abuse <input type="checkbox"/> Other	Discrimination Selection disupte Personality clash Bullying Verbal abuse Physical abuse Victimisation	
Methods (if any) of attempted informal resolution			
Support person (if any)			
Formal resolution procedures followed (outline)			

If investigated: Finding -	
If went to hearing tribunal: Decision - Action recommended -	
If mediated: Date of mediation - Were both parties present - Terms of Agreement - Any other action taken -	
If went to appeals tribunal: Decision Action recommended	
Resolution	Less than 3 months to resolve Between 3 – 8 months to resolve More than 8 months to resolve
Completed by	Name: Position in MTBA: Signature: / /
Signed by:	Complainant: Respondent:

This record and any notes must be kept in a confidential place. If the complaint is of a serious nature, or is escalated to and/or dealt with at the national level, the original must be forwarded to the national body and a copy kept at the club/state/district level (whatever level the complaint was made).

Attachment E3: CONFIDENTIAL RECORD OF CHILD ABUSE ALLEGATION

Before completing, ensure the procedures outlined in attachment C4 have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name (if other than the child)		Date Formal Complaint Received: / /
Role/status in mountain biking		
Child's name		Age:
Child's address		
Person's reason for suspecting abuse (e.g. observation, injury, disclosure)		
Name of person complained about		
Role/status in mountain biking	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other
Witnesses (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)		
Police contacted	Who: When: Advice provided:	
Government agency contacted	Who: When: Advice provided:	
EO contacted	Who: When:	
Police and/or government agency investigation	Finding:	

Internal investigation (if any)	Finding:
Action taken	
Completed by	Name: Position in MTBA: Signature: / /
Signed by	Complainant (if not a child)

This record and any notes must be kept in a confidential place and provided to the relevant authorities (police and government) should they require them.

Attachment E4: RECORD OF MEDIATION

Present at Mediation	
Date of mediation	
Venue of mediation	
Mediator	
Summary of mediation (minutes attached)	
Outcome of mediation	
Follow-up to occur (if required)	
Completed by: (signature)	
Signed by: Complainant (signature)	
Respondent (signature)	

The EO of MTBA should receive this copy, to be stored in a secure place.

Attachment E5: RECORD OF TRIBUNAL DECISION

Complainant's Name		Date Formal Complaint Received: / /
Role/status in mountain biking	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other
Name of person complained about		
Role/status in mountain biking	Administrator (volunteer) Athlete/player Coach/Assistant Coach Employee (paid) Official	Parent Spectator Support Personnel Other
Location/event of alleged issue		
Description of alleged issue		
Nature of complaint (basis/grounds/category)	Harassment or Discrimination Sexual/sexist Selection dispute <input type="checkbox"/> Sexuality Personality clash <input type="checkbox"/> Race Bullying <input type="checkbox"/> Religion Verbal abuse <input type="checkbox"/> Pregnancy Physical abuse <input type="checkbox"/> Disability Victimisation <input type="checkbox"/> Child Abuse Other	
Methods (if any) of attempted informal resolution		
Support person (if any)		
Tribunal Members		
Tribunal Hearing Date and venue		
Tribunal Decision (attach report)		

Action recommended and any follow up report required	
Decision Appealed	
Date of Appeal lodged	
Appeal Hearing Date	
Appeal Decision (attach report)	
Action Recommended	
Completed by	Name: Position in MTBA: Signature: / /
Signed by:	Complainant Respondent