



ST PATRICK'S HOCKEY CLUB

GUIDE TO LODGING A COMPLAINT

Purpose

This Guide provides individuals with a connection to St Patrick's Hockey Club (the Club) guidance on how to lodge a complaint. It has been developed to provide guidance on how concerns, issues, grievances or feedback (complaints), will be handled, the support available and the relevant policies and processes that apply.

The information in this Guide compliments:

- relevant documents within the Hockey Australia's National Integrity Framework, in particular the Complaints, Disputes and Disciplinary Policy;
- Hockey ACT's Disciplinary, Tribunal, Appeals and Complaints Procedures and Guidelines;
- Play the Rules Complaint Handling information; and
- The Club Rules of St Patrick's Hockey Club.

St Patrick's Hockey Club Commitment

The Club welcomes feedback and takes all complaints received seriously. The Club is committed to maintaining high standards and ensuring its operations and the conduct of members reflect the Club's values and are managed in accordance with principles of fairness and our legislative and policy obligations.

The Club acknowledges and supports the right of Club members, family members, administrators and the broader community to make a complaint in relation to:

1. the conduct of Club members and individuals associated with the Club; and
2. the quality of services provided by the Club.

The Club is committed to ensuring that these concerns are acknowledged or addressed.



Complaint Resolution by the Club

There are many reasons why a complaint might be made to the Club. This could include experiencing an upsetting event, rules not being followed, or concerns over the conduct of individuals. The way the matter is handled will depend on the nature of the issue and the individuals involved. Ideally issues and concerns are managed in a timely manner and at the level they occur.

The Club has appointed a Complaint Manager to track the handling of complaints and reports received by the Club Executive. The Complaints Manager is the Club Secretary.

The flowchart at Appendix A summarises the process applied by the Club for dealing with complaints raised with the Executive.

Matters not handled by the Club

In accordance with Hockey Australia's National Integrity Framework, irrespective of whether the complaint is made directly to the Club, certain matters will not be handled at Club level and **must** be escalated to HACT, Hockey Australia (HA) or Sports Integrity Australia (SIA). These matters are defined within the HA Complaints, Disputes and Discipline Policy as 'Prohibited Conduct' and are referenced in the following HA policies:

- Safeguarding Children and Young People Policy
- Member Protection Policy
- Competition Manipulation and Sport Gambling Policy
- Improper Use of Drugs and Medicine Policy
- Other relevant policies as defined by HA.

In accordance with the HA National Integrity Framework, reports alleging Prohibited Conduct under the Safeguarding Children and Young People Policy or allegations of Discrimination under the Member Protection Policy will be escalated to HA, or possibly to SIA, to manage. Other allegations of prohibited conduct will be managed by HA, who may delegate its functions and responsibilities to HACT or SIA. If an allegation of Prohibited Conduct is raised with the Club Executive, it will be escalated in accordance with the relevant policy.

An important child safety note

If a member of the Club Executive has concerns that a child or young person is in immediate danger, they will call the Police on 000. They may also make a report to Children, Youth and Families – ACT.

Any person, including committee members, volunteers, parents/carers and students, can at any time notify Children, Youth and Families if they reasonably believe or suspect that a child or young person is being or is at risk of being abused or neglected.

Confidentiality

St Pats is committed to maintaining the confidentiality of information throughout the process of a complaint or report being made. Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint or report is made. Personally identifiable information about the person raising the

concern will only be made available for the purpose of addressing the complaint and (unless the person raising the consents) will be actively protected from disclosure.

Contact Information

St Pats Complaints Manager - Dan Sagrott	Secretary@stpatrcikshockey.com.au
HACT MPIO information	Member Protection Information Officer
HACT General Manager	Manager@hockeyact.org.au
HA Contacts Us Page	Contact us - Hockey Australia
Sport Integrity Australia	Safe Sport Hotline / Make an Integrity Report or Complaint
Children, Youth and Families - ACT	Call 1300 556 729 or make an Online Report
Club Rules - St Patrick's Hockey Club	Club Rules

Document History and Review

	Date	Purpose of Original document / Review
Development	2/10/2025	Developed to perform the purpose outlined above under 'Purpose.' To be reviewed 1/10/2026 ahead of the indoor season.
Update	30/3/2026	Flowchart updated

Next page: Appendix A: Complaints Handling Process (Flowchart)



COMPLAINTS HANDLING PROCESS

