

**CALISTHENICS
VICTORIA**

COMPLAINTS, GRIEVANCES & DISPUTE RESOLUTION POLICY

1. INTRODUCTION

Calisthenics Victoria is committed to high standards of ethical conduct and accordingly places immense importance on making clear organisational policies. Integrity in sport must always be upheld and Calisthenics Victoria wants to ensure that policies are in place which ensures our community is protected and integrity is front of mind.

Policies and procedures are essential in establishing the desired culture at Calisthenics Victoria and reflects Calisthenics Victoria's current strategic priorities and values of community, courage confidence and connection. Policies reinforce the personal responsibility of all Participants to interact in a positive way and, in being committed to working to the standards articulated throughout this Policy.

Grievance matters, complaints, misconduct, and other activity which is contrary to the expected behavioural and conduct standards can damage the effective and harmonious operation of Calisthenics in Victoria including having harmful impact on individuals. Accordingly, this policy sets out the process for dealing with instances of such behaviour so that it is clearly understood by all relevant persons and a process for dealing with such matters is established.

Compliance with the policies and procedures will foster and maintain trust and confidence in the integrity and professionalism of Calisthenics Victoria and Participants.

2. SCOPE

This Complaints, Grievance and Dispute resolution (**Policy**) applies to:

Calisthenics Victoria and our affiliates (clubs and competitions) are committed to providing a safe, supportive, and welcoming environment where inclusion, diversity and equality is promoted for volunteers, staff, performers, coaches, officials, administrators, adjudicators, audiences, and members. Disputes and grievances will arise from time to time and the Complaints Grievance and Dispute Resolution (Policy) exists to assist with the management of these issues.

This Complaints, Grievances and Dispute Resolution Policy applies to:

- Relevant Persons
- Relevant Organisations
- Relevant Venues
- Calisthenics Victoria Officers
- Relevant Situation

This Policy does not replace, but supports, relevant legislation and regulation.

3. OBJECTIVE

Calisthenics Victoria and each of the affiliates of CaliVic (which includes clubs and affiliated competitions) are committed to ensuring that everyone involved with the sport of calisthenics is treated with respect and dignity and is protected from abuse, bullying harassment, sexual misconduct, unlawful discrimination, victimisation, and vilification.

This Policy seeks to ensure that everyone involved in calisthenics is aware of their rights and responsibilities across these areas and importantly sets out the standards of behaviour expected of those

involved in calisthenics and the behaviours that are not acceptable. This policy also documents how grievances and disciplinary matters will be dealt with.

This Policy supports Clause 29 of the Calisthenics Victoria Constitution.

Sports Integrity involves the ethics and values that promote confidence in sport, across the community, government, partners, and other stakeholders. Threats to the integrity of Calisthenics includes (without limitation) the risks associated with:

- Abuse of children and other people in a calisthenics environment
- Failure to protect Relevant Persons and other people in a calisthenics environment from bullying, intimidation, discrimination, or harassment.
- The manipulation of calisthenics competitions
- Issues of medications, supplements, illegal drugs, doping methods

Calisthenics Victoria and clubs in Victoria seek to take a proactive approach to mitigate the integrity threats to calisthenics in Victoria and to seek a safe and fair environment for all Relevant Persons at all levels of the sport.

The Calisthenics Victoria Complaints, Grievances and Dispute Resolution Policy is the cornerstone of Calisthenics Victoria's response to threats to the integrity of the sport and detail the expectations for the conduct of all Relevant Persons, including the procedures for managing, reporting, investigating, and determining outcomes where a Relevant Person does not meet the expectations of Calisthenics Victoria and affiliated calisthenics organisations.

This policy comes into effect from December 1st, 2023 (the commencement date) and remains in effect until amended, repealed, or replaced by the Directors. This Policy:

- Commences on the commencement date.
- Is subject to the Constitution and if there is any inconsistency, the constitution will prevail; and
- When in force, is binding on all Relevant Persons and Relevant Organisations.

4. DEFINITIONS AND INTERPRETATIONS

Reference term	Definition and Interpretation
Abuse	Any type of abuse (including physical, emotional, psychological, sexual, and inappropriate use of power) that has caused, is causing or is likely to cause harm to a person's wellbeing, whether in person or as the result of a publication viewable by any other person by any means. See Appendix 1 of this Policy for examples.
Activity	A calisthenics competition, event (which for the avoidance of doubt includes any awards presentation, season launch, and other events conducted by CaliVic or a calisthenics Organisation), or activity, including class, whether on a one-off basis or competition, sanctioned or organised by Calisthenics Victoria.
Affiliate	<ul style="list-style-type: none"> • Clubs who have affiliated with Calisthenics Victoria • Competition which means any competition that is affiliated by Calisthenics Victoria

Reference term	Definition and Interpretation
Affiliate Person	Any individual Member that is not a performer and is registered with an Affiliate.
Alleged Breach	<p>An Alleged Breach is an allegation or information that a person has breached a Calisthenics Policy and includes both a Complaint and Disciplinary Action.</p> <p>WHAT IS NOT</p> <ol style="list-style-type: none"> 1. An Alleged Breach does not include an allegation or information: 2. that constitutes a Protected Disclosure. 3. that is solely a Personal Grievance. 4. that is mischievous, vexatious, or knowingly untrue.
Balance of Probabilities	Evidence indicates it is more likely than not that the matter investigated has occurred
Bullying	A person or group of people repeatedly and intentionally using words of actions, or the inappropriate use of power, against someone or a group of people to cause distress and risk to their wellbeing, See Appendix 1 of this policy for examples.
Business Day	A day on which banks are open for general banking business in the state or territory where the Relevant Organisation is located, excluding Saturdays and Sundays, and gazetted public holidays.
Calisthenics Victoria	Calisthenics Victoria is the Victorian State Sporting Organisation for the Sport of Calisthenics. CVL means Calisthenics Victoria Limited.
Calisthenics Victoria Officers (Officers)	<p>Includes:</p> <ul style="list-style-type: none"> • The Chief Executive Officer and staff of Calisthenics Victoria, including casual employees, volunteers, contractors, and personnel involved with Calisthenics Victoria. • The Board, Committees, Delegates, Officials, and anyone holding a governance position (paid or volunteer). • Contractors, where relevant.
Child or Children	A child or young person, or two or more children or young persons, who is or are under the age of 18 years.
Child Abuse	<p>Has the meaning given to it in Appendix 1 and includes the following as outlined in that Appendix:</p> <ul style="list-style-type: none"> • Physical Abuse • Emotional or Psychological Abuse • Sexual Abuse • Neglect • Exposure to Family Violence
Codes of Conduct	A set of rules and standards set by Calisthenics Victoria to maintain and encourage appropriate behavior in calisthenics.
Contractor	Any person or organisation engaged to provide services for or on behalf of Calisthenics Victoria, who is not a Team /Performer Support Personnel, and includes agents, advisors and subcontractors of Calisthenics Victoria and employees and officers of a contractor or subcontractor.

Reference term	Definition and Interpretation
Constitution	Calisthenics Victoria Constitution
Competition	Reference to Competition includes time in transit, venue facilities and accommodation.
Complainant	A Complainant can be any person or organisation, including a Relevant Organisation, who has information that an Alleged Breach of a calisthenics Integrity Policy has occurred.
Complainant Form	The complaint form included in Schedule 1
Complaint	A statement that something is unsatisfactory or unacceptable
Competition	Any person or organisation engaged to provide services for or on behalf of Calisthenics Victoria, who is not a Performer Support Personnel, and includes agents, advisors and subcontractors of Calisthenics Victoria and employees and officers of a contractor or subcontractor.
Calisthenics Victoria Policies	<ul style="list-style-type: none"> • Child Safeguarding Policy • Member Protection Policy • Sports Medicine Policy for Elite Programs • Sports Medicine Policy for Community calisthenics • Any other policy of CaliVic deemed by CaliVic to be a calisthenics integrity policy and notified to the Calisthenics Organisations from time to time.
CVL	Means Calisthenics Victoria Limited.
Chief Executive Officer	The person holding that position at Calisthenics Victoria from time to time, including any person acting in that person.
Calisthenics Victoria Tribunal	A committee appointed to deal with serious and ongoing complaints. Will include the Chair of the Board, the CEO (Chief Executive Officer) and an external appointed member.
Decision Maker	Person or Tribunal appointed by the Relevant Organisation to make certain decisions in relation to the resolution of Alleged Breaches under this Policy, who must not be the same person as the Complaints Manager for the relevant Alleged Breach.
Disciplinary Action	Refers to action by Calisthenics Victoria or other relevant organisation to discipline Participants for unsatisfactory or unacceptable performance, behaviour, conduct or breach of Calisthenics Victoria policies, procedures, or legislation.
Disciplinary Matters	Any Provisional Action taken, or Sanction imposed under this Policy, as defined in this Policy.
Director	A member of the Calisthenics Victoria Board.
Elite Program	Means the following: <ul style="list-style-type: none"> • Teams representing Calisthenics Victoria • Development Team
Ethics	The guiding values, principles and standards that enable people to determine how things should be done and how they should act. Ethics refers to the judgements that people make and the process that

Reference term	Definition and Interpretation
	determines those judgements. It is the process by which people make value-based decisions which guides their actions and behaviours.
Employee	A person employed by Calisthenics Victoria
Fair Play Code	The Fair Play Code outlines the standards of behaviour expected for everyone involved in calisthenics in Victoria. It is a Victorian government initiative.
Grooming	Refers to the process by which an adult establishes a trusting relationship with a child and those associated with the child's care and wellbeing, to create an environment in which abuse can occur.
Grievance	A real or imagined cause for complaint, an official statement of a complaint over something believed to be wrong or unfair
Harassment	Means any type of behaviour towards a person that they do not want and that is offensive, abusive, belittling or threatening and is likely to cause harm to the person who is the subject of the harassment.
Hearing Tribunal	First instance Tribunal, being either the National Sports Tribunal (NST), Calisthenics Victoria Tribunal (CVT) or an (Alternate Dispute Resolution (ADR) body as provided in this policy.
Legal Practitioner	Person holding a current practicing certificate as a lawyer or barrister in any Australian.
Member	Means a member of Calisthenics Victoria under its constitution including: <ul style="list-style-type: none"> • Club • Any committee of CaliVic • Individual Members, which means individuals who are registered
Misconduct	Includes the following: <ul style="list-style-type: none"> • Misdemeanours including inappropriate behaviour • Failure to comply with Calisthenics Victoria policies • Serious incompetence • Failure to properly discharge responsibilities
Misconduct with a Child	Behaviour involving a Child that is objectively age inappropriate and/or places the Child at risk of harm.
Complaints Manager	The person holding that position at Calisthenics Victoria from time to time, including any person acting in that position. Required to undergo training in complaint handling, dispute resolution and conflict management.
National Sports Tribunal	Independent sports dispute resolution services
Participants	Includes Calisthenics Victoria Officers, Affiliated Organisations, Clubs, Members, Registered Adjudicators, Registered Coaches, Registered Performers, Leading Volunteers, Life Members, Volunteers, Stakeholders, and all other persons bound by Calisthenics Victoria's Constitution, By-Laws, and Policies
Prohibited Conduct	Prohibited Conduct includes <ul style="list-style-type: none"> • Abuse of children and other people in a calisthenics environment: and

Reference term	Definition and Interpretation
	<ul style="list-style-type: none"> Failure to protect Relevant Persons and other people in a calisthenics environment from bullying, intimidation, discrimination, or harassment. The manipulation of calisthenics competitions Issues of medications, supplements, illegal drugs, doping methods.
Reasonable Person	In Australian law, the reasonable person has been characterised as an average member of society, who has various generalised attributes including risk aversion, sound judgment and a sense of self-preservation, which prevents them from walking blindly into danger.
Registered Adjudicator	Means an adjudicator approved by Calisthenics Victoria.
Relevant Organisations	Any of the following organisations: <ul style="list-style-type: none"> Calisthenics Victoria Calisthenics Clubs affiliated with Calisthenics Victoria Calisthenics Victoria Committees
Relevant Persons	Any of the following persons: <ul style="list-style-type: none"> Affiliate Person Performer/ Participant Volunteer, which means any person engaged by CaliVic or Calisthenics Organisation in any capacity who is not otherwise a participant. Non-Member Person Coach Any person who has agreed to be bound by the Policies, and has notified Calisthenics Victoria Audience Parent/Guardian of a performer/participant Parent/Guardian of a coach
Relevant Venues	Any of the following venues: <ul style="list-style-type: none"> Calisthenics Victoria office, Calisthenics Victoria clubs' competition venues, practice venues, performance venues, team travel locations, workshops, functions, events, transit locations (for example airport) and similar premises
Relevant Situations	Any work-related situation and activity including those outside normal working hours which could be identified with or reflect on Calisthenics Victoria, Relevant Persons and Relevant Organisations , including out-of-hours activities such as meetings, training, competitions, social functions, conferences, technologies such as social media and text messaging, club affiliate uniform when wearing a Calisthenics Victoria uniform, Calisthenics Club uniform or identification badge.
Respondent	<p>A Respondent must be a:</p> <ul style="list-style-type: none"> A Relevant Person; A Relevant Organisation; or A person or organisation otherwise bound by the calisthenics policies <p>A Respondent cannot be:</p>

Reference term	Definition and Interpretation
	<ul style="list-style-type: none"> a person that is neither a Relevant Person nor bound by the calisthenics Integrity Policy they are alleged to have breached; or a person that the Relevant Organisation (as the case may be) has no legal authority over.
Serious Criminal Conduct	<p>Any of the following:</p> <ul style="list-style-type: none"> Sexual Offences Child Abuse The use, possession or trafficking of Illegal Drugs as defined in the Sports Medicine Policy Any criminal conduct deemed serious enough to warrant escalation to Calisthenics Victoria
Sexual Misconduct	<ul style="list-style-type: none"> Sexual Harassment, which is any unwanted or unwelcome sexual behaviour where a reasonable person would anticipate the possibility that the person being harassed would feel offended, humiliated, or intimidated. Sexual Offences, which includes any criminal offence involving sexual activity or actions of indecency.
Sexual Offence	<ul style="list-style-type: none"> Criminal offence involving sexual activity or actions of indecency. This can include but is not limited to offences listed in Part 8 of the Crimes Act 1958.
Staff	All staff, including casual employees, volunteers, contractors, and personnel involved with Calisthenics Victoria, including Calisthenics Victoria committees (unless otherwise covered by the Board Code of Conduct) and those employed by Calisthenics Victoria's subsidiaries in any capacity.
Standard of Proof	<p>The standard of proof that applies to all decisions made under this Policy (including by an investigation or Hearing Tribunal) is "balance of probabilities".</p> <p>For the Complaints Manager, CEO and/or Calisthenics Victoria Board Tribunal to find something has been proven on the balance of probabilities, it must be satisfied that on the evidence put before it the alleged fact or matter is more probable than not. In reaching this conclusion, the Decision Makers must consider all relevant factors including the impact of the potential sanctions that may be imposed if the allegations are proven. For the avoidance of doubt, the standard of proof requires greater certainty for a more serious allegation compared with a less serious allegation.</p>
Unlawful Discrimination	<ul style="list-style-type: none"> Direct Discrimination, when a person, group, or people is treated less favourably than another person or group, because of a personal characteristic and Indirect Discrimination, when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share, where such a personal characteristic is protected by applicable anti-discrimination legislation.
Victimisation	Subjecting a person, or threatening to subject a person, to any unfair treatment because the person has made, or intends to pursue their

Reference term	Definition and Interpretation
	right to make, a complaint or lawful disclosure, including under applicable legislation or this Policy, or for supporting another person to take such action. See Appendix 1 of this Policy for examples.
Vilification	Public act, conduct or behaviour that incites hatred, serious contempt for, or revulsion or severe ridicule of, a person or group of people because of a particular characteristic they hold, as covered by applicable legislation, including their race or religion, or homosexuality, transgender, or HIV/AIDS status. See Appendix 1 of this Policy for examples.
Vulnerable Person	A person who is (a) under the age of 18: or (b) aged 18 or over but is or may be unable to take care of themselves against harm or exploitation by reason of age, illness, trauma or disability or any other reason.

5. POLICY PRINCIPLES AND APPLICATION

5.1 Policy Statement

Calisthenics Victoria and our affiliates are committed to providing a safe, supportive, and welcoming environment where inclusion, diversity and equality is promoted.

The Calisthenics Victoria Complaints, Grievances and Dispute Resolution policy applies to and binds all Participants and Relevant Organisations as specifically referred to in each individual calisthenics policy. Calisthenics Victoria recognises the need to provide the calisthenics community and the persons covered by this policy the opportunity to raise a grievance or complaint. It is also recognised that a fair and equitable disciplinary and corrective action process must be in place.

5.2 Policy Framework

The Calisthenics Victoria Complaints Grievances and Dispute Resolution policy will identify, address, and respond to integrity risks and complaints. Nothing in any of the Calisthenics Victoria Complaints, Grievances and Dispute Resolution Policy limits the rights and obligations of any person under other Calisthenics Victoria Policies, Codes of Conduct, or other relevant agreements. The Calisthenics Victoria Complaints Grievances and Dispute Resolution policy does not override or limit the application of any Australian or State and Territory laws.

5.3 Application

Calisthenics Victoria will facilitate and support the people involved in the process of raising a grievance or complaint and any discipline and/or corrective action that may follow.

- A Participant or Relevant Organisation commits a breach of the calisthenics Integrity Policies when they:
- Fail to report any Prohibited Conduct, as defined, to the Relevant Organisation and in accordance with this Policy as soon as reasonably practicable.
- Deliberately or wilfully withhold information in relation to any possible or suspected Prohibited Conduct.
- Fail to provide information or documentation as requested as part of a Process under this Policy, including a failure to provide full, honest answers or participate in good faith in interviews conducted under any investigation conducted by a Relevant Organisation in relation to the Prohibited Conduct.

- Fail to comply with or enforce any Sanction under this Policy (including any Provisional Action).
- Knowingly provide an inaccurate and/or misleading information during any investigation or process.

Nothing in this policy prevents the Relevant Organisations from referring any alleged Prohibited Conduct or criminal conduct to a relevant law enforcement agency.

6. POLICY OBLIGATIONS AND SANCTIONS

6.1 Management of Policy

The Calisthenics Victoria Complaints Manager, Calisthenics Victoria Operations Manager, Calisthenics Victoria CEO and Calisthenics Victoria Board will be responsible for upholding this policy.

The Calisthenics Victoria CEO and Operations Manager will oversee the process and shall report, directly or indirectly, to the Calisthenics Victoria Board of Directors.

The CEO is responsible for the implementation, management, reporting and review of the Complaints, Grievances and Dispute Resolution policy.

The CEO in consultation with the Calisthenics Victoria Board will:

- Be responsible for the supervision and administration of this Policy, and the associated education programs (with the support of the calisthenics Organisations for Affiliates).
- In respect of Participants, monitor the compliance of any Sanctions.
- In respect of Relevant Persons that are not classified as Participants, support calisthenics Organisations in the compliance of any Sanctions.
- Act in a professional, discreet, and confidential manner in undertaking the obligations of their role under the calisthenics Integrity Policies and this Policy.
- Be responsible for ensuring that the calisthenics Integrity Policies and this Policy are regularly reviewed, and any required amendments are approved by the CaliVic Board; and

The CEO will provide the CaliVic Board with regular reports of: Information relating to Alleged Breaches and Prohibited Conduct under the Calisthenics Victoria Integrity Policies and this Policy;

- The operation of and overall compliance with the calisthenics Integrity Policies and this Policy; and
- Any education programs that Participants have been required to undertake.

6.2 Education

Calisthenics Victoria will plan, implement, and maintain an education strategy that incorporates material addressing the matters covered by each calisthenics Integrity Policy. This will take the form of coach education and workshops held for clubs. Annual education will be offered to all participants.

The Calisthenics Victoria CEO will, from time to time, direct certain Participants to undertake education programs, which will be relevant and proportionate to their level of participation in calisthenics and the associated integrity risks.

6.3 Additional Responsibilities

Relevant Organisation Responsibilities

In addition to that required under the Complaints, Grievances and Dispute Resolution policy, CaliVic and the calisthenics Organisations shall:

- Ensure that all other policies, rules, and programs that apply to participants and Relevant Organisations are consistent with the calisthenics Integrity Policies and this Policy;
- Use its best efforts to assist participants and Relevant Organisations to fulfil their responsibilities under the calisthenics Integrity Policies and this Policy;
- Publish, distribute, and promote the calisthenics Integrity Policies (and any updates from time to time) and this Policy and shall be responsible for making such documents available and accessible to Participants and Relevant Organisations;

Participant Responsibilities

In addition to the obligations under the calisthenics Integrity Policies and this Policy, Participants shall:

- Make themselves aware of the contents of the calisthenics Integrity Policies and this Policy.
- Comply with all relevant provisions of the calisthenics Integrity Policies and this Policy.
- Comply with any decisions and/or Sanctions imposed under the calisthenics Integrity Policies and this Policy.
- Undertake sports integrity education as directed by the CaliVic CEO/Calisthenics Victoria Board, the calisthenics Organisation and/or the Affiliate (as applicable); and
- Assist in any investigation or proceedings regarding any Prohibited Conduct and ensure that they do not knowingly provide any inaccurate and/or misleading information during any investigation or proceedings.

7. TYPES OF COMPLAINTS – MAKING A COMPLAINT

7.1 Informal Complaint Guidelines

Depending on the nature of the complaint the first point of complaint may vary.

Individuals who wish to make a complaint may reach out to Calisthenics Victoria for direction of where to start. Clubs and affiliated competitions must have a clear complaint handling process in place.

An informal complaint guideline includes a range of alternatives which can be applied in a flexible manner to address different grievances and complaints in consideration of the relevant circumstances. This informal grievance and complaint guideline is intended to be used for less serious allegations and instances which may not warrant disciplinary action being taken.

Different options for handling informal complaints may include, but are not limited to:

- The person who is unhappy with the behaviour having a direct conversation with that individual and requesting that they stop the offending behaviour.
- The accredited grievance officer or complaints manager having a conversation with the person against whom the complaint is being made.
- The accredited grievance officer or club committee having a meeting with the individuals concerned to reach a resolution.
- The Calisthenics Victoria Complaints Manager may be asked to attend.

An individual who is unsure of whether to make a formal or informal complaint, may make an informal complaint first and decide if they want to escalate the complaint to a formal complaint after speaking with the accredited Complaints Manager within Calisthenics Victoria.

7.2 Formal Complaint Guidelines

7.2.1 Written complaint lodged

Where an individual wishes to lodge a formal complaint, they will be required to do so by communicating this in writing to the Complaints Manager within Calisthenics Victoria via an electronic form which can be found on the Calisthenics Victoria website: <https://www.revolutionise.com.au/calivic/surveys/3942/>

7.2.2 Formal investigation commenced

Where a formal complaint has been lodged, a formal investigation procedure will be commenced by Calisthenics Victoria. Formal investigations will initially be conducted by the Complaints Manager within Calisthenics Victoria with support from the Operations Manager and/or the CEO.

The investigator will aim to follow the guidelines set out below:

1. Clarify details of what took place to ensure that all necessary information is obtained
2. Identify the outcome the complainant is seeking
3. Discuss the complaint made with the person/s accused of that behaviour or conduct at issue
4. Interview any relevant witnesses
5. Collect any relevant documentation; and
6. Make a finding as to whether the alleged behaviour or conduct occurred.

If Calisthenics Victoria believes it is appropriate and relevant, affected persons identified by Calisthenics Victoria may be requested to refrain from attending calisthenics for a period whilst the investigation is underway.

Where it becomes apparent that the complaint made related to conduct which constitutes misconduct or otherwise warrants disciplinary action, these matters should be referred to the CEO for consideration and action in consultation with the Calisthenics Victoria board.

Regardless of whether an individual lodges a written complaint, Calisthenics Victoria may determine at its sole discretion that the matter which has come to its attention is of such nature that a formal investigation is required.

If a stalemate occurs between the parties and the matter cannot be resolved, an external person who is appointed by the CEO e.g. an independent investigator or mediator, may be appointed. The cost of this appointment will be discussed and agreed upon before the appointment.

The matter can also be escalated to the Calisthenics Victoria Tribunal at any time by the CEO. This will be determined by the seriousness of the complaints, the process of achieving a resolution and if there are prior complaints.

7.3 Confidentiality

Whilst Calisthenics Victoria will endeavour to preserve the confidentiality of the complainant and the person complained of, it may be necessary to speak with others involved to determine what happened and to maintain the integrity of the investigation process. Where potentially unlawful conduct has occurred, Calisthenics Victoria may need to alert the appropriate authorities.

Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by

confidentiality.

Breach of confidentiality might, depending on the circumstances, result in disciplinary action, including termination of position or role. Unnecessary discussion about a grievance or complaint will not be tolerated and disciplinary measures may apply to any action, or employee who is found to have undermined the complaint process.

7.4 Outcomes

The outcomes of formal or informal complaint procedures will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances. Where the results of an investigation procedure suggest that an individual has engaged in the actions or behaviour alleged, appropriate disciplinary guidelines may be followed.

Any disciplinary action taken by Calisthenics Victoria will depend on the nature and severity of the behaviour and may include termination of membership and suspension from calisthenics, which may be instant where serious misconduct is deemed to have occurred.

The outcomes and the action to be taken following both the informal and formal guideline processes will be determined by the CEO in consultation with the Calisthenics Victoria board in more serious matters.

A range of actions may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

- Providing training to persons concerned regarding the behaviours/conduct
- Requiring persons who have breached this Policy to apologise to appropriate person(s)
- Adjusting working arrangements where appropriate
- Providing counselling (including complainant and the person complained of)
- Placing the person on a probationary period to ensure improved behaviour.
- Providing coaching and mentoring
- Providing a written warning; and
- Termination of membership for a period

7.5 Failure to co-operate

Persons bound by this Policy must cooperate fully with the Process chosen to resolve an Alleged Breach.

The Complaints Manager/CEO and/or Calisthenics Victoria Board may draw an inference adverse to the Respondent based on a Respondent's failure or refusal, after a request has been made in a reasonable time in advance, to answer any relevant question and/or participate in the relevant chosen Process. The Respondent must be made aware of such an inference being drawn in relation to any allegation forming part of an Alleged Breach.

7.6 Vulnerable Persons

Where a Complainant or Respondent is a Vulnerable Person, the parent/guardian of the Vulnerable Person may act on behalf of the Vulnerable Person and accompany them throughout any Process, including any interview, Alternative Dispute Resolution process, or Hearing Tribunal or Appeals Tribunal.

The Relevant Organisations will have regard to the guide entitled "Complaint Handling Guide: Upholding the rights of children and young people" issued by the National Office for Child Safety in

managing Complaints made on behalf of or involving Vulnerable Persons, currently available at pmc.gov.au, or such other guide that may replace it.

Further, where a matter is heard by an Alternate Dispute Resolution (ADR) Body and where the Respondent, the Complainant or a Witness is a Vulnerable Person, an adult adviser, which will in the absence of unavailability or other extraordinary circumstance, be expected to be such person's parent or guardian.

7.7 Support Person

An individual Complainant or Respondent may invite a support person or advisor, who must not be qualified as a lawyer or barrister, to accompany them throughout any Process, including any interview, Alternative Dispute Resolution process, or Hearing Tribunal with the CEO/and or representatives of the Calisthenics Victoria Board.

7.8 Withdrawing a Complaint

A Complainant may withdraw their Complaint at any time before a finding.

Withdrawing a Complaint must be done by writing to the relevant Complaints Manager at Calisthenics Victoria or the CEO from the same contact address used in the Complaints Form, or another contact address that has been previously notified to the Complaints Manager.

7.9 Commencing Disciplinary Action

Where a Relevant Organisation is advised or becomes aware of an allegation or considers that a Respondent has breached a calisthenics Integrity Policy, it may commence Disciplinary Action. Relevant organisations must however ensure that they have followed relevant documents. These will include club constitutions and club complaint handling policies or similar policies.

The Relevant Organisation is not obliged to undertake Disciplinary Action in response to any information or allegations however, where the matter involves an allegation concerning a Serious Criminal Charge, the matter must be referred to Police and Calisthenics Victoria or the Affiliate's Calisthenics Organisation for it to determine whether Disciplinary Action is required.

7.10 Alternative Dispute Resolution

If the CaliVic Complaints Manager/CEO/ cannot resolve the dispute the Alleged Breach may be resolved through Alternative Dispute Resolution (ADR) which may include the Calisthenics Victoria Tribunal and/or the National Sports Tribunal they may:

- for Complaints, seek the consent of both the Complainant and Respondent in writing; or
- for Disciplinary Action, seek the consent of the Respondent in writing.

If the necessary parties agree to Alternative Dispute Resolution Calisthenics Victoria will:

- Refer the alleged breach to the Calisthenics Victoria Tribunal in the first instance
- Or refer the Alleged Breach to internal or external mediation or conciliation, including case appraisal in the Nationals Sports Tribunal (NST)

8. ALLEGED BREACH

8.1 Breach notice

If an individual is found to be guilty of a breach of the Calisthenics Complaints, Grievances and Dispute Resolution Policy a breach notice will be sent to them.

8.2 Response time

A Respondent has 14 days from receipt of the Breach Notice to notify the relevant Complaints Manager at CaliVic of their response.

Where a Respondent admits the Alleged Breach, waives their right to a hearing and accepts the Sanction, or is deemed to have done so, the Complaints Manager with support of the Operations Manager/CEO/CaliVic board must take all necessary steps to impose and implement the Sanction (if applicable) and proceed to finalising the matter.

Where a Respondent disputes the Alleged Breach and/or Sanction: the relevant Complaints Manager/CEO/CaliVic Board representative may either:

- refer the Alleged Breach to the CaliVic Tribunal for a hearing if that step has not been actioned
- seek to refer the Alleged Breach to the NST
- refer the Alleged Breach to an Alternative Dispute Resolution (ADR) Body

Where an application to the NST is made, CaliVic is responsible for making the application. The application fee may be paid by one party, or by the parties together, apportioned as agreed between them. Service charges may also be payable to the NST, which will be negotiated as between the parties to the dispute and the NST at the preliminary conference and determined by the NST CEO. Where a matter is referred, CaliVic will not be responsible for any costs at the NST which must be borne by the parties, unless otherwise determined.

8.3 Hearing Tribunal

The CEO may refer the Alleged Breach to a Hearing Tribunal. If the Complaints Manager/CEO/ has determined a Hearing Tribunal is the most appropriate Process:

- Refer the Alleged Breach to the Calisthenics Victoria Tribunal
- refer the Alleged Breach to an ADR Body for a Hearing Tribunal; or
- refer the Alleged Breach to the NST
- if the NST cannot deal with the matter, refer the Alleged Breach to an ADR Body

9. SANCTIONS

Where a Respondent is found to have committed a breach of an Eligible Policy, the Decision Maker, NST and Hearing Tribunal have absolute discretion to determine the appropriate sanction imposed on a Respondent, including as to whether a combination of measures is to be imposed, and the terms and period of any measures.

Without limiting the discretion, the Sanctions that may be imposed on a Respondent include, but are not limited to:

- a reprimand
- a warning
- verbal or written apology
- direction to attend counselling or training to address their behaviour
- suspended sentence and/or good behaviour period
- removal of accreditation

- removal of awards (such as life membership)
- exclusion from a particular event or events, competition, or activity
- suspension of membership from Calisthenics Victoria and other calisthenics Organisations
- suspension from such activities or events held by Calisthenics Victoria, or the relevant calisthenics competitions or organisations
- suspension for a specified period and/or termination of any rights, privileges and benefits provided by Calisthenics Victoria, the calisthenics competitions, and calisthenics clubs
- expulsion from Calisthenics Victoria, the Calisthenics Organisation, and any other Relevant Affiliates
- any other form of discipline that is considered appropriate.

Any Provisional Action taken in relation to the Alleged Breach should consider:

- the effect of the Sanction on the Respondent including any personal, professional, or financial consequences
- if there have been relevant prior warnings or disciplinary action against the Respondent; and
- if there are any aggravating or mitigating circumstances.

If there is more than one breach of an Eligible Policy, where appropriate, the Sanction may be imposed having regard to all the breaches considered together, and the seriousness of the overall conduct in question.

Sanctions imposed under this Policy shall commence from the date of the decision, unless otherwise directed.

9.1 Recognition of Decisions

Any Provisional Action or final decisions on an applicable Sanction under this Policy shall be recognised and respected by all other Relevant Organisations automatically upon receipt of notice of the Provisional Action or Sanction without need for any further formality. Each Relevant Organisation shall take all steps legally available to it to enforce and give effect to the Sanction.

10. NOTIFICATION OF HEARING TRIBUNAL DECISION

The Hearing Tribunal will notify the parties of the decision in accordance with its relevant procedures and the relevant Complaints Manager/CEO/Operations manager must, subject to any appeal, within 7 days endeavour to close off the complaint.

11. APPEALS

11.1 Hearing Tribunal Decision

The decision of a Hearing Tribunal can only be appealed on the following grounds of appeal:

- The Hearing Tribunal failed to abide by this Policy and/or the NST Legislation (as the case may be) and such failure resulted in a denial of natural justice; and/or
- No reasonable decision maker in the position of the Hearing Tribunal, based on the material before them, could make such a decision.

11.2 Appeals Tribunal

Subject to this Policy:

- if the Hearing Tribunal was the NST an appeal may be heard by the NST Appeals Division in

accordance with the NST Legislation.

- if the Hearing Tribunal was the CaliVic Tribunal, an appeal may be made to have the case heard in the NST.
- if the Hearing Tribunal was an ADR Body:
 - the parties may seek the consent of CaliVic to refer the appeal to the NST General Division to be heard in accordance with the NST Legislation and, if given, CaliVic will:
 - refer the matter if it is an NST Eligible Matter; or

apply to the NST CEO for approval if neither an NST Eligible or NST Excluded Matter; or

- if the consent of CaliVic is not given, or if the NST cannot deal with the matter, an appeal may be heard by the CaliVic Tribunal

For the avoidance of doubt, a decision by the NST General Division with respect to an appeal will be final and binding on the Parties and there is no further right of appeal to the NST Appeals Division.

Where an application is made to the NST for an appeal to be heard, CaliVic is responsible for making the application. The application fee may be paid by one party, or by the parties together, apportioned as agreed between them. Service charges may also be payable to the NST, which will be negotiated as between the parties to the dispute and the NST at the preliminary conference and determined by the NST CEO. Where a matter is referred, CaliVic will not be responsible for any costs at the NST, which must be borne by the parties, unless otherwise determined.

12. NOTICE OF APPEAL

To submit a valid notice of appeal, an Appellant must do so within 14 days of the date of receipt of the decision made by the Hearing Tribunal.

12.1 If the Hearing Tribunal was the NST General Division:

- Lodge an 'Application for an Appeal' form with the NST Appeals Division, which must state in full their Grounds of Appeal;
- Pay the requisite application fee; and
- Serve, by email, by post, or physically, on the other party to the appeal a copy of the 'Application for an Appeal'; or
- The procedure for an appeal in the NST Appeals Division or the NST General Division will be in accordance with NST legislation.

12.2 If the Hearing Tribunal was the CaliVic Tribunal:

- Lodge with the CaliVic CEO/Chair of the board the Notice of Appeal stating they wish to appeal, which states in full their Grounds of Appeal, including any relevant documents as annexures;
- Pay the appeal fee as set from time to time by CaliVic; and
- Serve, by email, by post, or physically, on the other party to the appeal a copy of the Notice of Appeal; or
- The procedure for an appeal to the CaliVic Tribunal will be in accordance with the CaliVic Tribunal Rules.

12.3 If the Hearing Tribunal was an ADR Body:

- Lodge an 'Application for an Appeal' form with the ADR body or a Notice of Appeal advising the CaliVic CEO/Chair of Board, which must state in full their Grounds of Appeal;
- Pay the requisite application fee; and
- Serve, by email, by post, or physically, on the other party to the appeal a copy of the 'Application for an Appeal or Notice of Appeal',

12.4 Determination for Appeals Tribunal

The Appeals Tribunal's arbitration of the appeal:

Must determine, to the Standard of Proof, whether one or both Grounds of Appeal (as applicable) are proven, and must not rehear the matter or the facts of the Alleged Breach; and

May result in the Appeals Tribunal:

- Dismissing the appeal
- Upholding the appeal
- Imposing any of the Sanctions set
- Reducing, increasing, or otherwise varying any Sanction imposed by the Hearing Tribunal under the Policy.

12.5 Notification of Appeals Tribunal decision

The Appeals Tribunal will notify the parties to the proceeding of the decision in accordance with its relevant procedures, after which the relevant Complaints Manager/CEO/Chair of Board will proceed to finalise the matter.

12.6 Finalizing Alleged Breaches

A Process will be finalised, and an outcome reached when:

- Warning Procedure – when the Relevant Organisation notifies the relevant parties of its determination.
- Breach Offer – where the Respondent admits the Alleged Breach, waives their right to a hearing and accepts the Sanction, or is deemed to have done so.
- Hearing Tribunal - where the parties to the proceeding are notified of the decision and no appeal has been filed; or
- Appeals Tribunal - where the parties to the proceeding are notified of the decision.

Once the applicable Process (including any appeal) under this Policy has concluded, the decision is final and binding on all parties involved and there is no further right of appeal to any external body or tribunal.

12.7 Notification of outcome

When a Process is finalised, the Complaints Manager must notify the Complainant (if any) and Respondent of the outcome of an Alleged Breach, in writing, unless otherwise provided for in this Policy.

13. RECORDING DECISIONS AND OUTCOMES

Each Relevant Organisation shall keep records of all Alleged Breaches in keeping with the template register provided in Annexure A, for a minimum of 7 years from resolution of the Alleged Breach under this Policy. Records will include at a minimum a record, including dates where relevant, of

- the Alleged Breach
- the Complainant
- the Respondent
- the Process
- the Outcome: and any Sanctions and/or Provisional Action imposed.

14. INTERPRETATION AND OTHER INFORMATION

14.1 Commencement

This Policy commences on the date outlined on the front cover (Commencement Date).

14.2 Prior Alleged Breaches

All policies previously enacted by CaliVic concerning the handling of Complaints are withdrawn to the extent they deal with the handling of Complaints and replaced by this Policy.

Alleged Breaches relating to conduct which occurred prior to the Commencement Date:

- must be dealt with under the policies and processes of the Relevant Organisation existing at the time the complaint was made, regardless of where that Complaint is at in the process; or
- cannot be resubmitted to a Relevant Organisation under this Policy; and
- are not subject to any appeal under this Policy.

Records must be maintained in a secure and confidential place, which may be electronically.

14.3 Requirements for Relevant Organisations

Relevant Organisations must adopt and implement this Policy as their complaints management policy for complaints arising under the calisthenics Integrity Policies.

14.4 Interpretation

Any document required to be provided under this Policy may be given by:

- sending it to an email or other electronic address nominated by the recipient party; or
- email, post, or hand delivering it to that party's registered office.

A document is taken to have been received under this Policy if sent by email or other electronic transmission, on the date of transmission, or if hand delivered, on the date of delivery or if sent by post, 5 business days after it was sent.

Relevant Persons are responsible for keeping their contact details up to date with their Relevant Organisation. Delivery to the last known address is sufficient in circumstances where the current whereabouts of a Relevant Person is not known.

15. AMENDMENTS

Calisthenics Victoria may amend this Policy from time to time and must make the updated version available on its website as soon as possible, including the date on which any amendments take effect.

Any Alleged Breach being dealt with at the time of an amendment to this Policy will continue to be processed under the version of this Policy in force at the time Calisthenics Victoria or calisthenics Organisation (as the case may be) receives the Complaint Form or commences the Disciplinary Action.

Each reference to Complaints Manager and Decision Maker in this Policy is taken to include their authorised delegates from time to time.

16. ROLES AND RESPONSIBILITIES

It is the responsibility of the CEO to maintain the Complaints, Grievance and Dispute Resolution Policy and to maintain the guidelines for the management of processes which are covered by this Policy. The CEO is also responsible for the overall administration of the Complaints, Grievance and Dispute Resolution Guidelines within this Policy.

17. MONITORING, REVIEW AND EVALUATION

The Board, through its Governance Committee and Chief Executive Officer, is responsible for monitoring, evaluating, and reviewing this Policy, as required, from time to time in accordance with changing Calisthenics Victoria needs and legislative requirements.

18. RELATED DOCUMENTS

- Calisthenics Integrity Policies
- Member Protection Policy
- Social Media Moderation Policy
- Child Safety and Well Being Policy
- Codes of Conduct

19. ATTACHMENTS

Schedule 1: Complaint Form

<https://www.revolutionise.com.au/cvi/surveys/3942/>

Schedule 2:

- Item 1: Letter – Warning Procedure
- Item 2: Notification - Warning Procedure

Schedule 3: Letter – Breach Offer

Annexure A: Record of Alleged Breach

Schedule 2: Letter – Warning Procedure

Item 1: Letter - Warning Procedure

CALISTHENICS VICTORIA COMPLAINTS, GRIEVANCES, COMPLAINTS & DISPUTE RESOLUTION POLICY

Warning: Invitation to Comment

[ITEMS IN YELLOW REQUIRE INPUT FROM THE COMPLAINTS MANAGER OR BE DELETED
IF NOT REQUIRED]

[insert name]

By email: [insert email address]

Referral

1. [Calisthenics Victoria/Calisthenics Organisation/The Affiliate (SELECT ONE OF)] has received information (Alleged Breach) under the Calisthenics Victoria Complaints, Grievances and Dispute Resolution Policy (Policy) alleging that you have breached a calisthenics Integrity Policy, as outlined below. A copy of the relevant policy is available at [insert link].
2. The Complaints Manager under the Policy has referred the Alleged Breach about you for resolution under the Warning Procedure.

Allegations

3. The Alleged Breach was received by [Calisthenics Victoria/Calisthenics Organisation /Affiliate (SELECT ONE OF)] on [insert date] OR (DELETE ONE OF) [Calisthenics Victoria/Calisthenics Organisation/Affiliate (SELECT ONE OF)] was made aware of the Alleged Breach on [insert date].
4. It is alleged in the Alleged Breach that you:
 - a) [insert alleged conduct]; and
 - b) [+++++].
5. If the above allegations were to be established, your conduct would constitute a breach of the following policies:
 - a) [insert specific sections of policies allegedly breached]; and
 - b) [+++++].

Warning

6. Without determining whether the allegations in the Alleged Breach are correct, or that the Alleged Breach is proven, [Calisthenics Victoria/Calisthenics Organisation /the Affiliate (SELECT ONE OF)] proposes to issue a warning that the allegations, if they were proven, would constitute a breach of the policies outlined at paragraph 5.

Invitation to Comment

7. You are invited to comment in writing on whether the warning should be issued.
8. Please provide your comments within 14 days, ending 5:00pm AEST on [DAY] [MONTH] [YEAR].
9. The Complaints Manager will consider any comments provided by you and determine whether issuing a warning is appropriate based on your comments.
10. If you have any questions or comments in relation to this letter, the Complaints Manager can be contacted by telephone on [+++++] or by email at [+++++].

Yours faithfully

[insert
signatory]

Complaints Manager

[Calisthenics Victoria/Calisthenics Organisation /Affiliate (SELECT ONE OF)]

Item 2: Notification - Warning Procedure

CALISTHENICS VICTORIA COMPLAINTS, GRIEVANCES, COMPLAINTS & DISPUTE
RESOLUTION POLICY

Notification of Outcome

[ITEMS IN YELLOW REQUIRE INPUT FROM THE COMPLAINTS MANAGER OR BE DELETED
IF NOT REQUIRED]

[insert name]

By email: [insert email address]

Allegations

1. You were previously notified by notice dated [insert date] of an Alleged Breach of a Calisthenics Integrity Policy, as outlined below.
2. It was alleged that you:
 - a) [insert alleged conduct]; and
 - b) [+++++].
3. If the above allegations were to be established, your conduct would constitute a breach of the following policies:
 - a) [insert specific sections of policies allegedly breached]; and
 - b) [+++++].

Warning

4. Without determining whether the allegations in the Alleged Breach were correct, or that the Alleged Breach is proven, [Calisthenics Victoria/Calisthenics Organisation /the Affiliate (SELECT ONE OF)] proposed to issue a warning that the allegations, if they were proven, would constitute a breach of the policies outlined at paragraph 3.
5. You were invited to comment on the proposed warning and whether that warning should be issued.

Outcome

6. [Calisthenics Victoria/Calisthenics Organisation /The Affiliate (SELECT ONE OF)] has taken your response into consideration in making its decision on whether to warn you in relation to your conduct.
7. [Calisthenics Victoria/Calisthenics Organisation /The Affiliate (SELECT ONE OF)] has decided that a warning is not appropriate in relation to your conduct. OR (DELETE ONE OF) [Calisthenics Victoria/Calisthenics Organisation /The Affiliate (SELECT ONE OF)] formally warns you that the allegations made in the Alleged Breach, if they were proven, would constitute a breach of the policies outlined at paragraph 3.
8. [Calisthenics Victoria/Calisthenics Organisation /The Affiliate (SELECT ONE OF)] reserves its rights in relation to any separate or future allegations or complaints that you have breached a Calisthenics Integrity Policy.
9. If you have any questions or comments in relation to this letter, the Complaints Manager can be contacted by telephone on [+++++] or by email at [+++++].

Yours faithfully

[insert signatory]

Complaints Manager/ CEO/CHAIR OF BOARD

[Calisthenics Victoria/Calisthenics Organisation /Affiliate (SELECT ONE OF)]

Schedule 3: Letter – Breach Offer

CALISTHENICS VICTORIA COMPLAINTS, GRIEVANCES AND DISPUTES RESOLUTION POLICY

[ITEMS IN YELLOW REQUIRE INPUT FROM THE COMPLAINTS MANAGER OR BE DELETED
IF NOT REQUIRED]

[insert name]

By email: [insert email address]

Referral

1. [Calisthenics Victoria/Calisthenics Organisation /The Affiliate (SELECT ONE OF)] has received information (Alleged Breach) under its calisthenics Complaints, Grievances & Disputes Resolution Policy (Policy) alleging that you have breached a calisthenics Integrity Policy, as outlined below. A copy of the Policy is available at [insert link].
2. The Complaints Manager under the Policy has referred the Alleged Breach about you for resolution under the Breach Offer Process.

Allegations

3. The Alleged Breach was lodged by [insert name] and received by the [Calisthenics Victoria/Calisthenics Organisation /the Affiliate (SELECT ONE OF)] on [insert date]. OR (DELETE ONE OF) [Calisthenics Victoria/Calisthenics Organisation (SELECT ONE OF)] was made aware of the Alleged Breach on [insert date].
4. It is alleged in the Alleged Breach that you:
 - a) [insert alleged conduct]; and
 - b) [+++++].
5. As a result of the above allegations, it is alleged that you have consequently breached the following calisthenics Integrity Policy:
 - a) [insert specific sections of eligible policies allegedly breached]; and
 - b) [+++++].

Sanction

6. If a breach of the type outlined in the Alleged Breach was fully proven, [Calisthenics Victoria/Calisthenics Organisation /the Affiliate (SELECT ONE OF)] would ordinarily impose the following sanction:
 - a) [insert applicable sanction]; and
 - b) [+++++].
7. In accordance with the Policy, to resolve the Alleged Breach using the Breach Offer Process, if you accept the alleged breach occurred without a hearing, [Calisthenics Victoria/Calisthenics Organisation /the Affiliate (SELECT ONE OF)] will offer you a sanction as follows:
 - a) [insert applicable sanction]; and
 - b) [+++++].

Decision

8. You are entitled to decide either to accept your alleged breach occurred, and the proposed sanction that will be imposed by [Calisthenics Victoria/Calisthenics Organisation /the Affiliate (SELECT ONE OF)] set out at paragraph 7, or alternatively dispute the alleged breach and/or proposed sanction.
9. If you dispute the alleged breach and/or proposed sanction, the Alleged Breach will be referred to a Hearing Tribunal for determination under the Policy.

Notification

10. Please advise [Calisthenics Victoria/Calisthenics Organisation /the Affiliate (SELECT ONE OF)] Complaints Manager of your decision to either accept the alleged breach and proposed sanction or dispute the breach and/or sanction and proceed to a Hearing Tribunal, by signing and returning the below 'Acknowledgement' to the Complaints Manager at [insert contact address].
11. You must advise the Complaints Manager of your decision within 7 days of the date of this letter, failing which you will be deemed to have accepted the breach occurred and the proposed sanction will automatically commence.
12. Unless you dispute the alleged breach and/or proposed sanction, the proposed sanction will commence on the earlier of the date you notify the Complaints Manager of your acceptance, or the end of the date 14 days from the date of this letter.
13. If you have any questions in relation to this Breach Offer, the Complaints Manager can be contacted by telephone on [++++++] or by email at [++++++]

Yours faithfully

[insert signatory]

Decision Maker

[Calisthenics Victoria/Calisthenics Organisation/Affiliate

(SELECT ONE OF)] ACKNOWLEDGEMENT

I, _____ confirm to [Calisthenics Victoria/Calisthenics Organisation /the Affiliate (SELECT ONE OF)], that in response to this Breach Offer, I (tick one):

☐

Accept my breach of the Calisthenics Integrity Policy occurred and the proposed sanction offered.

OR

☐

Dispute my breach of the Calisthenics Complaints, Grievances and Dispute Resolution Policy occurred and/or the proposed sanction offered and wish the matter to be heard by a Hearing Tribunal.

Signed: Dated:

.....

Annexure A: Record of Alleged Breach

Name of Complaints Manager		<input type="checkbox"/> Complaint Form attached
Process chosen to resolve Alleged Breach (if any)		
Was Provisional Action taken?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If so, what?		
Was Alleged Breach referred to external agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Please detail:	
Date Complaint Form received		
Date Process undertaken		
Was Alleged Breach valid?	<input type="checkbox"/> Yes, <input type="checkbox"/> No	
If not, why?	please detail	
If Alternative Dispute Resolution (ADR)	Date of referral to ADR: Type of ADR: Date of ADR: Alleged Breach resolved at ADR: If <input type="checkbox"/> Yes <input type="checkbox"/> No no, alternative Process chosen: If yes, please detail:	
If Warning Procedure	Date letter sent to Respondent: Any further comments:	

If Breach Offer	<p>Sanction offered to Respondent:</p> <p>Date letter sent to Respondent:</p> <p>Date Respondent provided response:</p> <p>Did Respondent accept breach and reduced sanction? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If No, date Alleged Breach referred to Hearing Tribunal:</p> <p>If No, also complete 'Hearing Tribunal' section</p>
If Hearing Tribunal	<p> <input type="checkbox"/> ADR Body <input type="checkbox"/> NST <input type="checkbox"/> CaliVic </p> <p>Tribunal Date Alleged Breach referred to Tribunal:</p> <p>Date of Tribunal hearing:</p> <p>Decision of Tribunal:</p> <p>Date parties notified:</p> <p>Appealed</p> <p> <input type="checkbox"/> ADR Body <input type="checkbox"/> NST <input type="checkbox"/> No appeal right </p>
If Appeals Tribunal	<p> <input type="checkbox"/> ADR Body <input type="checkbox"/> NST <input type="checkbox"/> NA Tribunal </p> <p>Date Alleged Breach referred to Appeals Tribunal:</p> <p>Date of Appeals Tribunal hearing:</p> <p>Decision of Appeals Tribunal: Date parties notified:</p>
Date of notification	<p>Date Respondent notified of outcome:</p> <p>Date Complainant notified of outcome:</p>
Completed by	<p>Name:</p> <p>Position:</p> <p>Signed:</p> <p>Date:</p>

Calisthenics Victoria Complaints Process Flow Chart and User Guide

If your complaint relates to:

1. Member Protection – Abuse, Bullying, Harassment, Discrimination, Victimisation or Vilification
2. Child Safeguarding – Child Abuse, Grooming, Misconduct with a Child, Secret Communication, Supply of Alcohol & Drugs, Breach of a Child-Safe Practice, Failure to Report

Please read the Complaints, Grievances and Dispute Resolutions Policy to ensure you understand the process.

To make a complaint to Calisthenics Victoria click [HERE](#).

If your complaint relates to:

1. Code of Conduct
2. Competition Rules
3. Selection Dispute
4. Personal Grievance
5. Governance misconduct

LODGE A CLUB COMPLAINT

Contact your club and lodge a complaint with your club based on their constitution and/or grievance procedures.

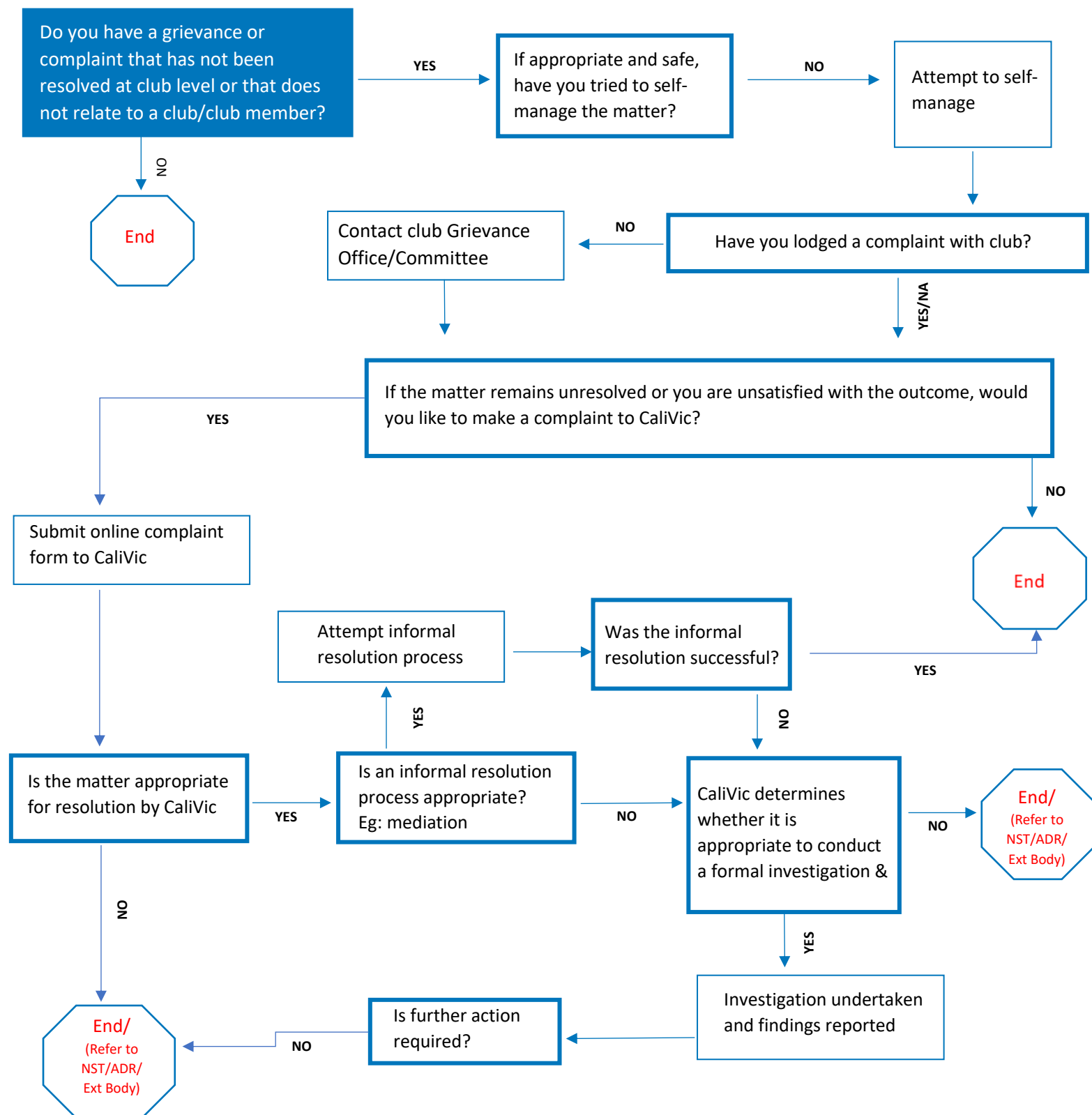
*If unsuccessful,
unsatisfied or
not resolved.*

LODGE A CLUB COMPLAINT WITH CALIVIC

- Complete the [Complaint Form Online](#).
- Calisthenics Victoria's Grievance Officer/ MPIO who will contact you regarding your complaint.

Please read the Complaints, Grievances and Dispute Policy for next steps, and speak with Calisthenics Victoria MPIO's.

Calisthenics Victoria Complaints Process Flow Chat



Disciplinary action taken by Calisthenics Victoria. Matter concluded within policies/constitution

Version Control, Change History and Distribution

Version Control

Document Name:	Complaints Grievances and Dispute Resolution Policy
Prepared by:	Jennifer McIntyre/Project Thatcher
Endorsed by:	
Date Endorsed:	
Version:	
Review Date:	

Change History

Amendment Date	Version No.	Page No(s) replaced	Description of change

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