



IBSA WORLD BLIND GAMES COMPLAINTS MANAGEMENT PROCESS

Blind Sports Australia and The Australian Team management are committed to creating an environment where people are actively encouraged to give feedback and make complaints. We see both as valuable input to help improve our practices and protect athletes, officials and supporters from harm.

No one will be threatened, punished or treated unfairly because they make a complaint, intend to make a complaint, or have helped someone else make a complaint.

Who will manage complaints?

While we are at the World Blind Games, our Complaints Officer will be present. Their role is to set up a clear and easily understood complaints process and deal with matters in a prompt, fair and courteous manner. They are responsible for making sure everyone involved with The Australian Team understands how to make informal and formal complaints, has the confidence to make a complaint and is supported throughout the complaints process.

The Complaints Officer may investigate complaints themselves and/or refer them to a more senior the Australian Team, Blind Sports Australia, or World Blind Games official.

Complaints Officer contact details will be provided at the games.

What you should do to prevent incidents and issues getting out of hand

Whether an incident or issue affects you directly or if you are advocating on behalf of another athlete, we want to encourage you to try to resolve incidents or issues by first discussing the matter with the person or people involved at the time it occurs or when it is first raised, where it is safe and practical to do so. This is the best way to 'nip things in the bud' before they escalate into more serious issues.

If you're not comfortable doing this, or if your initial attempts to resolve the matter don't work, speak to someone else at the level at which the incident or issue occurred. For example:

- **If you have a complaint or concern about someone or something in your particular sport** – If there is an issue within your particular sport (eg a minor behavioural issue with an athlete, parent or team official), consider reaching out to an appropriate person at the sport level (like the coach or manager) before going to the Complaints Officer.
- **If you have a complaint or concern about someone or something in The Australian Team and outside your sport** – If there is an issue at the Australian Team level (eg with how the team is being managed or with someone from outside your sport), consider reaching out to an appropriate person at the Australian Team level (like the Head of Delegation) before going to the Complaints Officer.

What about matters outside the Australian Team?

For complaints or concerns about someone or something outside of the Australian Team, you should consider enlisting the support of the Complaints Officer to address the matter so you can focus on your official Australian Team role.

- **If you have a complaint or concern about someone or something from another country** – Issues with athletes, officials or supporters from other countries should be directed to an appropriate official from that country's delegation – with support from the Australian Team Complaints Officer.





- **If you have a complaint or concern about someone or something from World Blind Games in general** – Issues relating to the World Blind Games themselves, including event staff and volunteers, should be made to event management – with support from the Australian Team Complaints Officer.

Approved
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Matthew Clayton
CEO – Blind Sports Australia

