

VQ Complaints Handling Procedure

Policy:	Complaints Handling Procedure
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Approved by:	VQ Board Members
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1. Policy.....	3
2. Definitions.....	3
3. Reference Documents.....	3
4. Lodging a Complaint Guidelines	4
5. Volleyball Australia's Responsibilities within VQ.....	5
6. When conduct does not amount to "Prohibited Conduct"?	6
7. Referral to Alternative Dispute Resolution (ADR)	6
8. Dealing with the Complaint.....	7
9. General Investigative Process	7
10. Responses	8
11. Where Matter Investigated	8
12. Outcomes of Investigation or Enquiries	8
13. Standard of Proof	9
14. Actions to Implement Investigative Outcomes	9
14.1 Allegations Substantiated	9
14.2 Allegations Unsubstantiated or Unable to be Substantiated	9
15. Jurisdiction for Substantiated Complaints.....	9
16. VQ Judiciary Committee.....	10
16.1 Composition of the VQ Judiciary Committee	10
16.2 Appointment and Role of the Advocate.....	10
17. The Judiciary Committee	11
18. The Judiciary Committee's Decision	13
19. The Hearing Record	13
20. Appeal Process	13
21. Penalty Scale	15
APPENDIX 2: DRAFT TEMPLATE ACKNOWLEDGEMENT LETTER.....	20

1. Policy

Volleyball Queensland (VQ) is committed to making Volleyball a safe and fair place for all participants.

This document is designed to provide a framework for dealing with complaints and reports lodged against members, players, officials, coaches, Relevant Persons and/or spectators (hereinafter, collectively referred to as a "Respondent") with respect to conduct associated with any activity of Volleyball Queensland (VQ). This includes complaints and reports that fall within the scope of VA's NIF.

2. Definitions

Code of Conduct refers to the Volleyball Queensland Code of Conduct which illustrates behaviours and values that are expected of relevant persons.

Complaints Manager refers to the General Manager at Volleyball Queensland, or an appointee by the General Manager.

Relevant Persons including:

- Members, athletes, coaches, referees, officials, and volunteers
- Employees and contractors of VQ
- Parents, guardians, and spectators engaged in VQ activities or events

National Integrity Framework (NIF) a Volleyball Australia document and includes the following five (5) Integrity Policies:

- Safeguarding Children and Young People Policy;
- Competition Manipulation and Sport Gambling Policy;
- Improper Use of Drugs and Medicine Policy;
- Member Protection Policy; and
- Complaints, Disputes and Discipline Policy.

Prohibited Conduct refers to complaints and allegations concerning and referring to the relevant policies, to provide guidance on which entity will investigate the allegations.

3. Reference Documents

- a) For complaints that fall outside the scope of Volleyball Australia's National Integrity Framework (NIF), Volleyball Queensland applies its own suite of governing documents. These include policies, regulations, rules, directives, and by-laws that address conduct which may be the subject of a complaint.
- b) This suite of Volleyball Queensland documents sets out the obligations of individuals when engaging with VQ or participating in VQ-sanctioned events and activities. These documents include:
 - FIVB "Rules of the Game", noting that these rules are usually updated every four years and the current version is the Official Volleyball Rules 2025-2028.
 - Tournament/Competition Rules and Regulations, which may or may not exist, for each respective volleyball competition, e.g. Queensland Schools Cup or Premier Volleyball League.

- VQ Membership Registration Form – signed declaration agreeing to the terms and conditions. It is worth noting that the subject of the complaint may not be a current financial member of VQ and therefore outside the jurisdiction of the terms and conditions set out on this form.
 - VQ's Code of Conduct, which applies to all athletes, coaches, officials, administrators, parents and spectators.
 - VQ Representative Players in U/15, U/17, U/19 & U/21 teams each year individually sign an "Athlete Code of Conduct" form found in appendix A of the VQ Code of Conduct to enable their participation in Queensland state teams.
 - VQ's Child Safety Policy and VQ's Social Media Policy.
 - VQ's Constitution, which contains provisions that deal with member's conduct (addressed later in this Procedure) and grievance procedures to deal with internal conflicts or disputes ([VQ's constitution found here](#)).
- c) This Procedure is intended to:
- Apply to all complaints and reports (together referred to as 'complaints') received by VQ, including those alleging conduct that constitutes Prohibited Conduct under Volleyball Australia's National Integrity Framework (NIF);
 - Complement and operate alongside the NIF;
 - Support VQ's Constitutional provisions relating to (a) the suspension, disqualification, and disciplining of members; and (b) grievance procedures; and
 - Serve as a gateway for referring complaints to other, more appropriate processes where required.

4. Lodging a Complaint Guidelines

- a) Complaints or reports alleging Prohibited Conduct under VA's Safeguarding Children and Young People Policy and complaints alleging discrimination under VA's Member Protection Policy are to be made to Sports Integrity Australia (SIA).
- b) Complaints or reports alleging Prohibited Conduct under VA's Code of Conduct or Competition Manipulation and Sport Gambling Policy are to be submitted to VA, whilst complaints or reports of all other types of "Prohibited Conduct" are to be made to VQ and those matters will be dealt with under VA's Complaints, Disputes and Discipline Policy, not this Procedure.
- c) All other types complaints about prohibited conduct must be made in writing and identify the person lodging the complaint. Anonymous written complaints will only be investigated at the discretion of the General Manager, with approval by the Chief Executive Officer (as required) in consultation with the VQ Board of Management. Verbal complaints will not be actioned or investigated. The process of which a complaint is to be lodged, can be found in Appendix 1.

All complaints should be submitted to:

Chief Executive Officer

Volleyball Queensland

c/- Sports House, Suite 2.12



150 Caxton Street
Milton QLD 4064
Email: ceo@vq.org.au
Fax: (07) 3367 2853

Volleyball Queensland

c/- Sports House,
Suite 2.12
150 Caxton Street
Milton QLD 4064
Ph: (07) 3367 1991
www.vq.org.au

- d) All written complaints will be formally acknowledged within two (2) working days. The acknowledgement will confirm the proposed process, the forum in which the matter will be addressed, and the anticipated timeframe for providing a response.
- e) Complaints must clearly describe the alleged behaviour and/or misconduct that occurred during a VQ-sanctioned competition or activity.
- f) Where a complaint relates to conduct outside of competition but involves another VQ member, the complainant should specify the jurisdiction being sought. This may include the Competition Rules or By-Laws, the VQ Constitution, or the Volleyball Australia Member Protection Policy.
- g) A copy of the written complaint and VQ's acknowledgement letter (Appendix 2) will be forwarded to the respondent within two (2) working days, as well as to each Club President or School team contact for both parties.
- h) Following formally acknowledging receipt of the complaint, the Complaints Manager will undertake an initial assessment of the complaint to determine whether the alleged conduct of the Respondent falls within the scope of "Prohibited Conduct" as defined in VA's National Integrity Framework (NIF), which includes its Integrity Policies.

5. Volleyball Australia's Responsibilities within VQ

Should the Respondent's alleged conduct fall within the scope of VA's NIF, it will be dealt with as follows:

- a. Complaints alleging "Prohibited Conduct" under Volleyball Australia's Safeguarding Children and Young People Policy, or complaints alleging discrimination under Volleyball Australia's Member Protection Policy, must be referred to Sport Integrity Australia (SIA). Where the Respondent's alleged conduct falls within the scope of either policy, the Complaints Manager will:
 - a. Refer the complaint to SIA and copy Volleyball Australia for its information;
 - b. Notify the Complainant of the referral; and
 - c. Provide the Complainant with the relevant SIA contact details.
- b. If the Respondent's alleged conduct falls within the scope of any other form of "Prohibited Conduct," the Complaints Manager will:
 - a. Manage the complaint in accordance with Volleyball Australia's Complaints, Disputes and Discipline Policy (CDDP), rather than this Procedure;
 - b. Notify Volleyball Australia and Sport Integrity Australia (SIA) of the complaint, for their information;
 - c. Inform the Complainant that the matter will be addressed by VQ under the CDDP; and
 - d. Advise the Complainant of the proposed next steps and the anticipated timeframe for resolution.
- c. If a complaint falls within the scope of a "Protected Disclosure" under Volleyball Australia's Whistleblower Policy, it must be referred to Volleyball Australia for management under that policy. Similarly, any

complaint alleging Prohibited Conduct under Volleyball Australia's Code

of Conduct or Competition Manipulation and Sport Gambling Policy must also be referred to Volleyball Australia.

- d. Where a complaint alleges conduct that may constitute a breach of the Australian National Anti-Doping Policy, it must be managed in accordance with that policy. The Complaints Manager should consult with Volleyball Australia's National Integrity Manager to determine which organisation is best placed to address the matter.

6. Conduct outside of "Prohibited Conduct"?

Should the complaint alleged conduct that falls outside the scope of VA's NIF, the Complaints Manager will advise the Complainant of this determination. The Complaints Manager will also decide how best the complaint can be dealt with having regard to the circumstances of that particular matter.

Without limiting how the Complaints Manager may deal with a complaint, the Complaints Manager may do any one or more of the following:

- a. request the Complainant to provide further information concerning their complaint;
- b. seek a formal report from any match official relevant to the complaint (e.g. referees, scorers, lines people, competition administrators or court supervisors);
- c. make enquiries with potential witnesses;
- d. make other enquiries to clarify the facts relevant to the complaint;
- e. determine whether a more formal investigation is warranted and, if so, to appoint a person to undertake the investigation and to report on the investigative outcomes;
- f. refer the matter to the relevant Competition or Tournament Control Committee, where relevant, for its attention;
- g. refer the matter to the VQ Board of Management concerning a person's membership status, but only after completing the process set out within this procedure (clause 7 onwards); or
- h. Explore the Complainant's willingness to participate in some alternative method of resolution of their complaint (commonly known as Alternative Dispute Resolution or ADR).

The primary objectives at this stage of the process are to:

- a. clearly identify all of the alleged conduct of the Respondent that the Complainant is complaining about;
- b. ascertain whether the complaint can potentially be resolved through some form of ADR or dealt with through some other process that is more appropriate in the circumstances; and
- c. to assist in determining the next steps in dealing with the complaint.

If the Complaints Manager refers a matter to a Competition or Tournament Control Committee, the Committee will handle the matter under its own processes and provide the Complaints Manager with the outcome

7. Referral to Alternative Dispute Resolution (ADR)

Where the Complainant has advised of a willingness to participate in some form of ADR, the Complaints Manager may write to the Respondent:

- (i) advising of the receipt of the complaint;
- (ii) providing a copy of the complaint or, at the Complaints Manager's discretion, advising of the substance of the complaint, that is, the alleged conduct of the Respondent that the Complainant is complaining about; and
- (iii) ascertaining the Respondent's willingness to participate in an ADR process.

The Complaints Manager will copy in each relevant team contact for both parties, if considered appropriate in the circumstances. In the event the parties are willing to participate in an ADR process, the Complaints Manager is to settle the form of that ADR process in consultation with the parties and arrange for that process to be undertaken.

If the matter is resolved through the ADR process, VQ will take no further action other than to record the outcome and, if applicable, terms of the outcome.

If the matter is not resolved through the ADR process or the Respondent is not willing to participate in such a process, the Complaints Manager will determine what further steps should be taken in order to deal with the complaint.

8. Dealing with the Complaint

If the complaint is not dealt with or resolved through an ADR process, the Complaints Manager will continue to deal with the complaint in accordance with the following general process.

This general process is a guide only and should be modified to take into account what has already taken place in dealing with the particular complaint to that point in time.

9. General Investigative Process

Once the Complaints Manager is satisfied all of the alleged conduct of the Respondent have been identified, the Complaints Manager may forward the complaint to the Respondent for the purpose of:

- (i) formally advising the Respondent of the receipt and substance of the complaint (if this has not already occurred); and
- (ii) requesting the Respondent to provide a response within a specified timeframe. The Complaints Manager will determine what is a reasonable timeframe having regard to the substance of the complaint and any other relevant factor.

The Complaints Manager will copy in each Club President or School team contact for both parties, if considered appropriate in the circumstances.

For the avoidance of doubt, the Complaints Manager will determine whether the complaint 'as received' will be forwarded to the parties in question having regard to the content and substance of the complaint (including the presence of inflammatory, irrelevant or extraneous information that may distract from dealing with the substantive conduct).

Regardless of whether the complaint 'as received' is forwarded to the Respondent, the Complaints Manager will ensure the Respondent is fully informed of the case levelled against them, so that they are in a position to respond in a full and meaningful way to the allegations made by the Complainant. If the response is provided verbally, the Respondent has the opportunity to bring a support person to any meetings held in person and/or online.

The Complaints Manager may determine whether the complaint is frivolous or vexatious. If such a determination is made, the Complaints Manager is to advise the Complainant, the Respondent (if they are aware of the complaint) and the VQ Board of Management.

10. Responses

The Respondent is to provide a response to the Complaints Manager within the specified timeframe.

If the Respondent does not provide a response within the specified timeframe, the Complaints Manager may proceed to determine what further action should be taken having regard to the information available to them.

If the Respondent does provide a response, the Complaints Manager will consider that response, together with all other relevant information, and determine what further action should be taken having regard to the information available to them.

11. External Investigation

Where the Complaints Manager has, at their sole discretion, appointed an independent person to investigate the complaint and has received a report on the outcomes of the investigation, the Complaints Manager may provide a copy of that report, in whole or part, to the parties. The guiding principle concerning such disclosure will be ensuring the parties are afforded procedural fairness.

Where an investigator reports that one or more allegations have been substantiated, the Complaints Manager will disclose that information to the Respondent and provide the Respondent with the opportunity to be heard on the matter. The Complaints Manager may specify a reasonable timeframe within which the affected party is to provide a response.

12. Outcomes of Investigation or Enquiries

There are three (3) possible outcomes (putting aside any determination that the complaint was frivolous or vexatious) in relation to each allegation in a complaint (noting there may be more than one allegation in a complaint):

- (i) the allegation is substantiated;
- (ii) the allegation is unsubstantiated; or
- (iii) the allegation was unable to be substantiated.

The allegation will be 'substantiated' if there is sufficient evidence to suggest the alleged conduct is more likely to have occurred than not (on the balance of probabilities).

If, based on the evidence, it is more likely than not that the Respondent did not breach any applicable standard of conduct, the allegation will be found to be 'unsubstantiated' and the matter will be closed with no further action.

If there are two equally plausible versions of events, or not enough evidence to make a finding either way to the relevant standard, the matter will be 'unable to be substantiated' and the matter will be closed with no further action.

13. Standard of Proof

In deciding the outcome of the investigative process, the Complaints Manager will adopt the civil standard of proof, being on the balance of probabilities. The allegations to be considered may be of such seriousness that clear and cogent evidence or information may be required before there is reasonable satisfaction that the allegations have been made out on the balance of probabilities.

14. Actions to Implement Investigative Outcomes

14.1 Allegations Substantiated

Where the Complaints Manager determines that the allegations are substantiated, the Complaints Manager will proceed in accordance with Clause 15 - Jurisdiction for Substantiated Complaints.

14.2 Allegations Unsubstantiated or Unable to be Substantiated

Where the Complaints Manager determines that the allegations are either unsubstantiated or unable to be substantiated, they will inform the parties of their determination and the matter will be closed with no further action.

15. Jurisdiction for Substantiated Complaints

Without derogating from the provisions of the above the Complaints Manager will determine the most appropriate avenue to deal with a substantiated complaint. This determination will be advised to the Complainant and Respondent as soon as is reasonably practicable.

There are a number of avenues within VQ to deal with such a complaint, namely, through referral to:

1. The relevant **Competition/Tournament Control Committee**, or equivalent, as defined under the respective competition or tournament regulations, rules or by-laws.
2. **VQ Judiciary Committee**, which can be empowered by the VQ Board of Management to conduct hearings into any complaint.
3. **VQ Board of Management** – where the matter falls within the scope of VQ's Constitution. In that

regard, clause 4(c), provides:

"The Association shall be recognised as the controlling body for Volleyball in Queensland and the Powers of the Association shall be:

...

(c) To suspend, disqualify or otherwise discipline any member that has committed any breach of this Constitution or rules or directives of the QVA or whose actions may in the opinion of the Board of Management, bring into disrepute, the Association or official or member thereof.

Clause 10(5) of VQ's Constitution goes on to provide:

"(5) The Board of Management may terminate a members membership if the member;

(a) is convicted of an indictable offence; or

(b) does not comply with any of the provisions of these rules; or

(c) has membership fees in arrears for at least 2 months; or

(d) conducts himself or herself in a way considered to be injurious or prejudicial to the character or interests of the association."

Clauses 10(6) & (7) then go on to provide the process that will be followed by the Board if considering terminating a person's membership.

Where the complaint is referred to the VQ Board of Management, it will be dealt with in accordance with the processes set out in VQ's Constitution.

Where the complaint is referred to a Competition or Tournament Control Committee, it will be dealt with in accordance with that Committee's processes. Any Competition or Tournament Control Committee in a VQ-sanctioned event has the right to immediately refer or escalate a matter to the VQ Judiciary Committee. All such referrals must be in writing to the VQ Complaints Manager.

16. VQ Judiciary Committee

16.1 Composition of the VQ Judiciary Committee

VQ will seek Expressions of Interest for people to be appointed as VQ's Judiciary Members.

When a Judiciary Committee is required to conduct a hearing into a complaint, the Complaints Manager will contact all Judiciary Members seeking their availability and identifying any conflicts of interest. The Judiciary Chairperson will be required to have formal legal training. The VQ Board of Management will formally appoint the Judiciary Committee for each matter separately.

16.2 Appointment and Role of the Advocate

Where the Complaints Manager has determined that, having regard to the seriousness of the alleged conduct that has found to be substantiated in accordance with the process set out in Clause 8 of this Procedure and any other

relevant factor, the alleged conduct of the Respondent should be referred to the Judiciary Committee, the Complaints Manager will appoint a person to be the Advocate.

The Advocate will be responsible for:

- (i) preparing a Complaint to be filed with the Judiciary Committee; and
- (ii) presenting the case in support of the complaint.

The Complaints Manager may from time to time appoint a substitute Advocate as required. The Advocate must act on the instructions of the Complaints Manager (or the Complaints Manager's delegate) and must:

- (i) deal with matters expeditiously and not cause unnecessary delay; and
- (ii) endeavour to limit the scope of proceedings wherever possible to issues of substance that are in dispute.

The Advocate must file the Complaint with the Chairperson of the Judiciary Committee and give the Respondent and the Complainant a copy of the Complaint.

17. The Judiciary Committee

- a. The Chairperson of the Judiciary Committee may request the Advocate to provide further particulars of the Complaint. These particulars must also be shared with both the Respondent and the Complainant.
- b. The Judiciary Committee must conduct its proceedings in line with the principles of procedural fairness, ensuring matters are addressed promptly, fairly, and with integrity. Its decisions must be guided by equity and good conscience.
- c. The Judiciary Committee may seek information in any manner it considers appropriate to the circumstances and is not bound by formal rules of evidence. Subject to this clause, the Judiciary Committee has discretion to determine how proceedings are managed and may issue directions as required.

Example: The Judiciary Committee may give directions requiring the parties to: (a) provide witness statements and other evidence (documentary or otherwise) by a specified date; or (b) provide written submissions or an outline of the party's case.

- d. Without limiting the foregoing, the Judiciary Committee may:
 - (i) use video conferencing or phone to conduct its proceedings;
 - (ii) require the Advocate to lead evidence or provide information about a particular issue;
 - (iii) hold preliminary meetings to:
 - 1. settle the issues, if any, in dispute;
 - 2. determine a timetable for the orderly progression of the proceedings;
 - 3. determine any challenges to the Committee's jurisdiction to hear the complaint, or the validity of the proceedings, or any application to stay the proceedings; or
 - 4. determine any challenge to the sufficiency of the particulars of the complaint.
- e. The Judiciary Committee may make the determination it considers warranted in the circumstances.

Example: A Respondent takes issue with the sufficiency of the particulars and argues that better particulars are required to ensure they receive a fair hearing. The Judiciary Committee may determine to order the Advocate to provide further and better particulars.

- f. The Judiciary Committee may receive into evidence any referee's report and any other match official's report, and any investigation report, provided that a copy of the report has been made available to the Respondent and the Complainant.
- g. The Judiciary Committee may give whatever weight it thinks appropriate to the report's contents. The Judiciary Committee must hear the Advocate and the Respondent and consider any material they desire to present, so long as the Judiciary Committee considers it to be sufficiently relevant to the issues in dispute.
- h. The Judiciary Committee may permit the Advocate and the Respondent to call appropriate persons to testify before it on appropriate matters, provided the testimony is sufficiently relevant to the issues in dispute. Those persons may be cross-examined by the other party. However, unless the Judiciary Committee gives leave, the cross-examination must only be to clarify or amplify the person's testimony or test their recollection.
- i. The Advocate and the Respondent must appear personally before the Judiciary Committee. The Respondent may be accompanied by a support person, but that person has no right to speak or be heard, they are purely there to support.
- j. If the Respondent does not appear, or fails to communicate with the Judiciary Committee, or fails to act in a timely manner, the Judiciary Committee may nevertheless proceed to determine the complaint.
- k. Proceedings before the Judiciary Committee must be held in private and are confidential. Unless the Judiciary Committee determines otherwise, no member of the Committee and no other person who has been involved in the proceedings may divulge any information about the proceedings to any person, except as permitted by this Procedure or to the extent compellable by law.
- l. The Judiciary Committee must consider the substantial merits of the case and record any findings of fact and other conclusions as it thinks necessary in the circumstances. The standard to be applied is the civil standard, on the balance of probabilities.
- m. The Judiciary Committee must determine whether or not the complaint has been made out in full or in part. The Judiciary Committee need not confine its findings and conclusions to the matters set out in the complaint.

Example: Should a Respondent act in an unreasonably combative manner or deny the allegations ultimately proven, the Committee may take that conduct into account when determining the appropriate sanction.

- n. If, during a hearing, it becomes evident that the Respondent may have committed some other breach which is not the subject of the current complaint, the Judiciary Committee may, in its discretion, amend the complaint or to add an entirely new complaint based on facts disclosed during the hearing. In exercising its discretion, the Judiciary Committee will give the Advocate and Respondent the opportunity to be heard on the matter.
- o. In the event the complaint is amended or a new complaint laid, the Judiciary Committee will ensure the Respondent is afforded procedural fairness. If necessary, the Judiciary Committee may adjourn the proceedings for such time as it considers reasonable in the circumstances.
- p. The Judiciary Committee cannot hold a complaint to be made out, in full or in part, unless the majority of the Committee members who dealt with the matter are satisfied on the balance of probabilities.
- q. Proceedings may continue, at the Judiciary Committee's discretion, despite the Respondent's resignation as

18. The Judiciary Committee's Decision

As soon as practicable after the conclusion of the hearing, the Judiciary Committee must notify the Advocate, the Respondent and the Complainant, whether it has:

- (i) dismissed the complaint;
- (ii) found the complaint made out in full or in part;
- (iii) finalised the proceedings due to the Respondent's resignation as a member; and must supply each of them with a copy of its Hearing Record (refer to clause 19).

Where the Judiciary Committee finds the complaint made out in full or in part, it must, after giving the Respondent and, if it thinks fit, the Advocate, an opportunity to be heard on the question of any sanction to be imposed, determine the sanction taking into account, amongst other things, the Penalty Scale set out in Clause 21 of this Procedure where that Scale is relevant.

The Judiciary Committee must take into account any antecedent actions of the Respondent of which it is aware (including any prior sanctions) and which it considers sufficiently relevant to determining the appropriate sanction. When considering what antecedent matters are sufficiently relevant, the Judiciary Committee may consider submissions of the Advocate and the Respondent and the interests of the Complainant and the Respondent and the guiding principles of Fairness, Respect, Responsibility and Safety.

19. The Hearing Record

The Judiciary Committee must provide a report (the Hearing Record) to the VQ Board of Management (copies to the Advocate, Respondent, Complainant and the Complaints Manager) which sets out:

- (iv) the complaint before it, including any amendments or additional complaints;
- (v) an outline of the proceedings, including any preliminary determinations or orders;
- (vi) a description of the evidence or information considered by it and, where applicable, copies of any statements, reports, or exhibits admitted in the proceedings;
- (vii) its findings and reasons; and
- (viii) the sanction imposed.

The Complaints Manager must take whatever action they consider necessary to implement the decision of the Judiciary Committee and must advise the Respondent, the Respondent's club President and the Complainant of that action.

20. Appeal Process

Where the Judiciary Committee makes an adverse finding against, or imposes a sanction on, the Respondent, the Respondent may appeal to the VQ Board of Management within five (5) working days of the date the Hearing Record was served on them. Appeals may be against either or both the adverse findings or sanction.

The Notice of Appeal must:

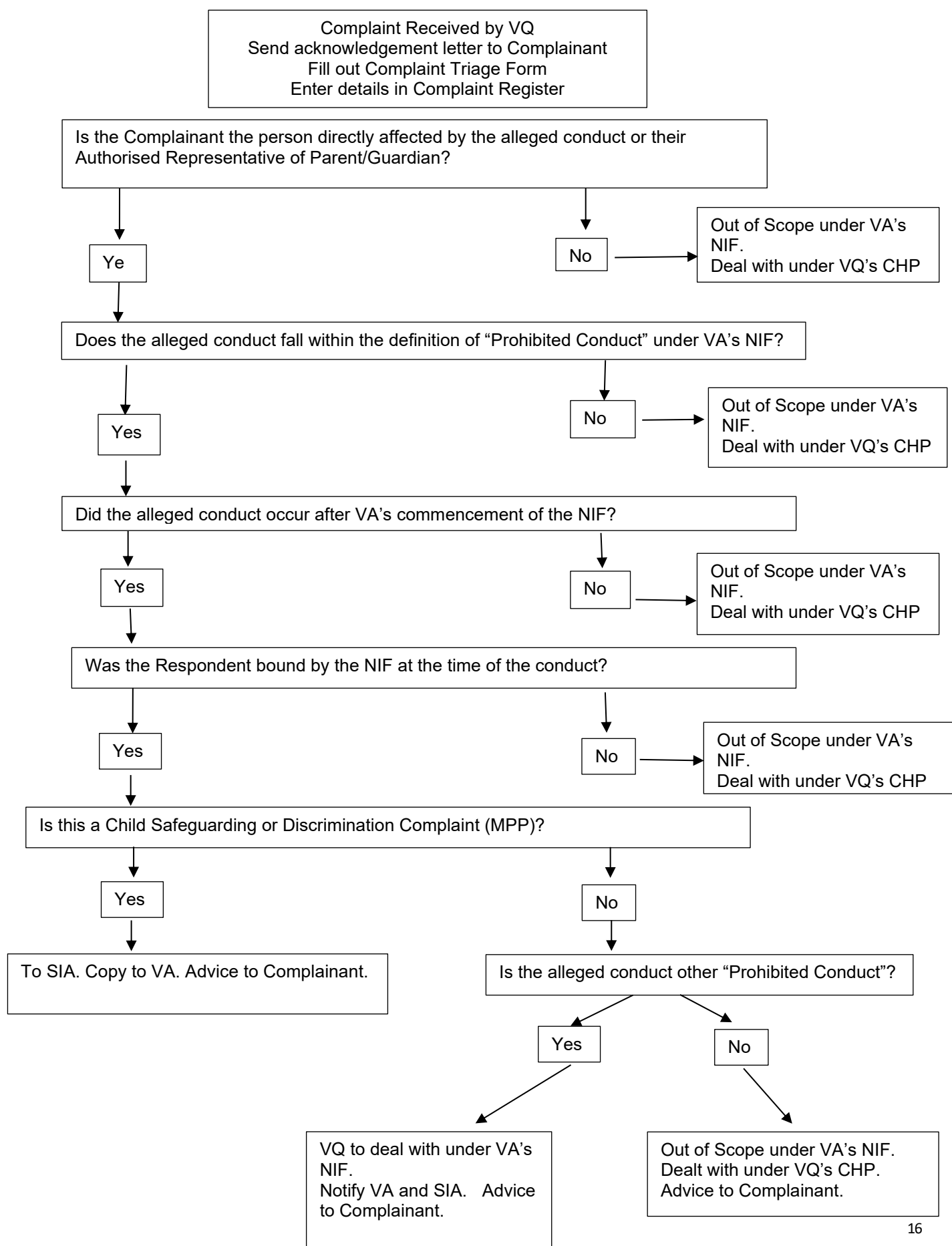
- i. be lodged in writing and submitted to the VQ Board of Management through the Complaints Manager
 - ii. set out clearly and succinctly whether the appeal is against an adverse finding (and identify the said finding) and/or sanction;
 - iii. clearly and succinctly set out the grounds of the appeal and explain how, in the Respondent's opinion, the Judiciary Committee fell into error in making its determination by reference to the evidence and information before the Judiciary Committee;
 - iv. set out the remedy sought by the Respondent (for example, that the appeal be allowed and the decision of the Judiciary Committee be set aside and, in its place, a determination made that the complaint be dismissed); and
 - v. set out whether a stay of the Judiciary Committee's decision is sought and, if so, the grounds in support of the application for the stay.
- a) The VQ Board of Management will, as soon as is reasonably practicable, review the Notice of Appeal along with the Hearing Record submitted by the Judiciary Committee. The appeal will be determined on the material that was before the Judiciary Committee.
 - b) Lodgement of an appeal does not operate as a stay of the decision of the Judiciary Committee, unless the VQ Board of Management, in its sole discretion, determines otherwise. The VQ Board of Management will consider the grounds of appeal articulated in the Notice of Appeal and will determine whether the Respondent has made out all or any of their grounds of appeal.
 - c) Where the VQ Board of Management determines the Respondent has made out any one or more of their grounds of appeal, the Board will then determine whether it is appropriate to grant the remedy sought by the Respondent.
 - Example: the VQ Board of Management may find that a particular ground of appeal is made out, but the error in question did not affect the ultimate decision under challenge and so deny the remedy sought by the Respondent.
 - d) The VQ Board of Management will advise the Respondent, Complainant and Complaints Manager of its determination as soon as reasonably practicable. The decision of the VQ Board of Management regarding any appeal is final.

21. Penalty Scale

The table below sets out the maximum penalties for suspension or sanctions under the VQ Complaints Handling Procedure for the conduct listed. These penalties may be revised by formal resolution of the VQ Board of Management at any time, but changes will not apply retrospectively.

CHARGE/OFFENCE	MAXIMUM PENALTY
Threatening or abusive language	4 rounds or weeks (whichever is greater)
Abuse or contempt shown towards an official	8 rounds or weeks (whichever is greater)
Making threats to a Player, Official, Spectator and/or any property	12 rounds or weeks (whichever is greater)
Physical intimidation towards a Player, Official or Spectator	12 rounds or weeks (whichever is greater)
Damage to any physical property of a Player, Official or Spectator, including competition or venue equipment	12 rounds or weeks (whichever is greater)
Physical contact of a threatening nature to a Player, Official or Spectator	26 rounds or weeks (whichever is greater)

APPENDIX 1: VQ Complaint Handling Procedure – Process Charts

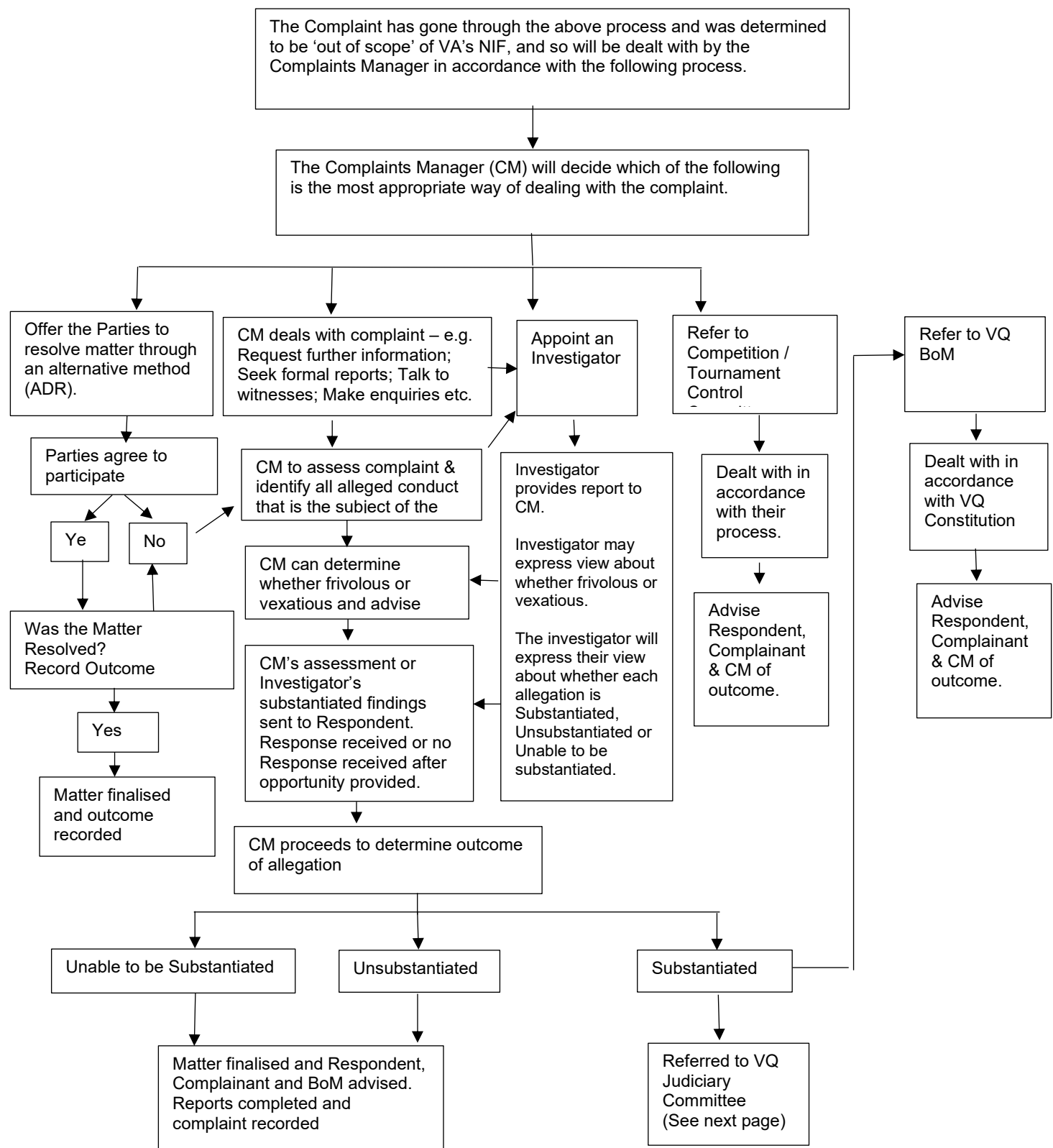


Note 1: If the complaint is a “Protected Disclosure” under VA’s Whistleblower Policy – it must be dealt with under VA’s Whistleblower Policy. Send complaint to VA, copy to SIA and advise Complainant.

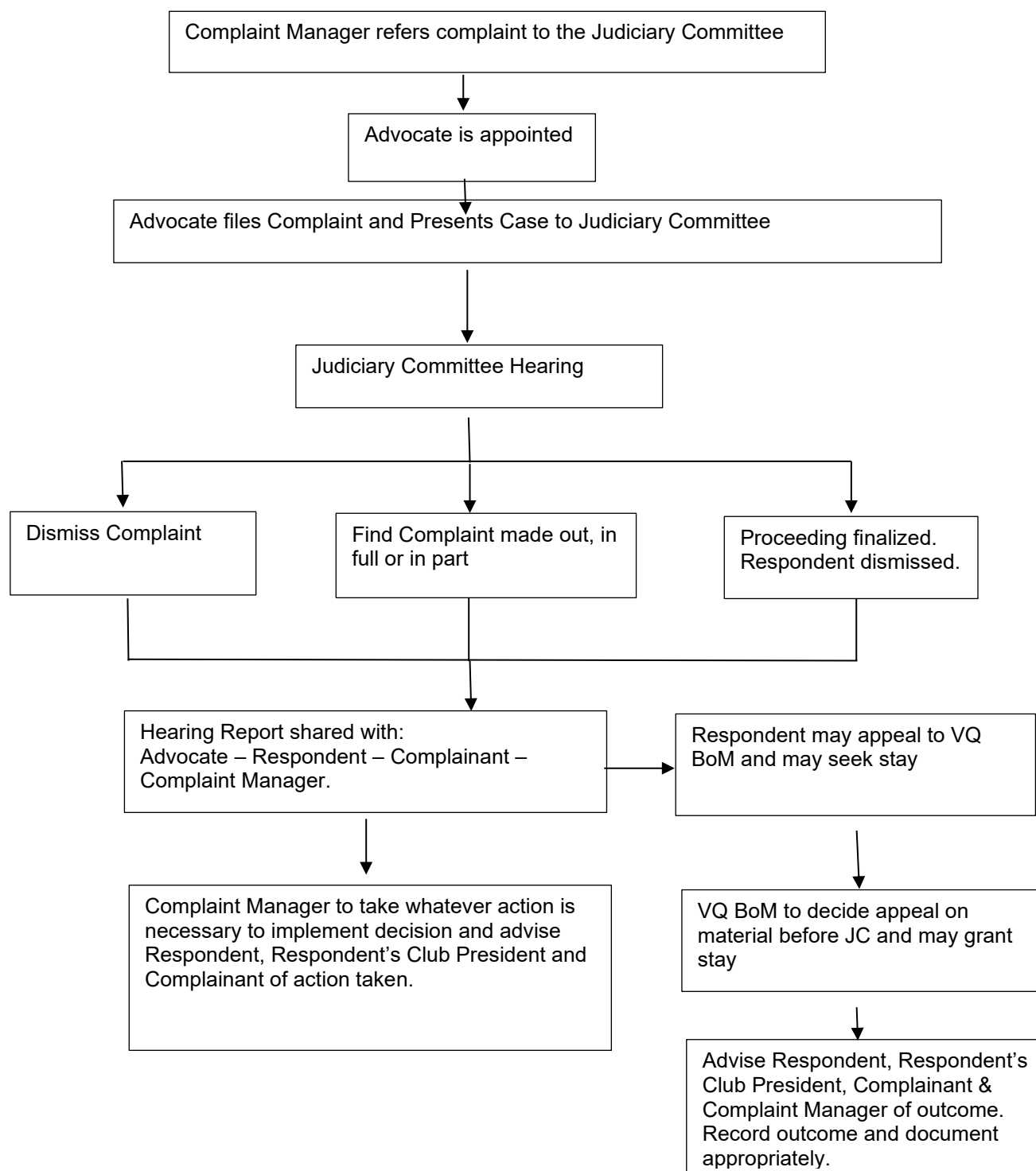
Note 2: If alleged conduct is possible breach of Australian National Anti-Doping Policy – it must be dealt with under that Policy. Advise VA and SIA of the matter and advise Complainant.

Note 3: If the alleged conduct is a breach of either of VA’s *Code of Conduct* or *Competition Manipulation and Sport Gambling Policy*, consult with VA’s National Integrity Manager to determine if the matter is to be referred to VA for its management.

VQ Complaint Handling Procedure – Process Chart



VQ Complaint Handling Procedure – Process Chart



APPENDIX 2: DRAFT TEMPLATE ACKNOWLEDGEMENT LETTER

Dear

I acknowledge receipt of your letter/email complaint dated ...{insert date of complaint}... concerning the conduct of ...{name of Respondent}.

As you may be aware, Volleyball Australia (**VA**) has developed a National Integrity Framework (**NIF**) that consists of a number of Integrity Policies, namely the:

- (i) National Integrity Framework Policy;
- (ii) Competition Manipulation and Sport Gambling Policy;
- (iii) Safeguarding Children and Young People Policy;
- (iv) Member Protection Policy;
- (v) Improper Use of Drugs and Medicine Policy; and
- (vi) Complaints, Disputes and Discipline Policy.

Each of those Policies focuses on "Prohibited Conduct" which is defined (differently) in each Policy. As Volleyball Queensland (**VQ**) is bound by the NIF, it is necessary to first determine whether your complaint falls within the scope of "Prohibited Conduct" in any of those Policies. I anticipate that assessment will have been completed by ...{insert date}... and apologise for the associated delay.

The outcome of that initial assessment will determine how your complaint will then be dealt with.

Should your complaint fall within the scope of the NIF, it may be referred to Sports Integrity Australia (**SIA**) or VA or retained by VQ. You will note that a copy of this letter has been forwarded to each of those organisations, so they are aware of the existence of your complaint (pending completion of this initial assessment).

Should your complaint fall outside the scope of the NIF, VQ will deal with it. If VQ deals with your complaint, it will be dealt with in accordance with VQ's *Complaint Handling Procedure* (a copy of which is accessible on VQ's website here {insert hyperlink to Procedure}).

In accordance with VQ's *Complaint Handling Procedure*, VQ will determine the most appropriate way to deal with your complaint. I anticipate being in a position to write to you shortly after the ...{insert previous date}... to advise of the outcome of the initial assessment and provide greater detail about the next steps to be taken in dealing with your complaint.

In the interim, should you have any enquiries, please do not hesitate to contact me.

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Complaints Manager

Volleyball Queensland