

## Cricket Victoria Complaint Manager Checklist

No.	Question	CRP Ref	Notes
	<b>THROUGHOUT – Consider support needed for parties &amp; explore options to access support</b>		Eg, GP referral to counselling, EAP, local sports chaplain, etc
<b>A. COMPLAINT OR REPORT/ALLEGED BREACH</b>			Annexure A - Complaint Form OR Advice to Relevant Org
<b>B. INITIAL EVALUATION</b>			
1	Is the Respondent bound by CV Policies?	2.1	
2	Is it a Report or Complaint? If Complaint, is Complaint Form completed?	7 & 8 11	See Annexure ( <b>Ann.</b> ) A in policy for form and CV website
3	Further information needed from Complainant?	Ann. A	Check form eg, witness details, what they are seeking, etc
4	INITIAL THRESHOLD QUESTIONS - Is complaint <b>EXCLUDED?</b> : a) Match Day allegations b) A protected Disclosure c) Vexatious, mischievous, etc d) Selection issue e) Not related to CV Policies f) A Personal Grievance?	15  3.2 5.2	<ul style="list-style-type: none"> <li>Refer Match Day allegations to competition admin.</li> <li>See Cricket Australia's Whistleblower Policy &amp; consult with CV if Serious Misconduct alleged.</li> <li>For others, see also MPP clauses 5 and 6 as to what is NOT a breach of that By-Law</li> </ul>
5	Does matter need to be reported to external authorities?	15.7, 15.8, 17	Can occur at any time to law enforcement/police, child protection, ASIC, government authority, etc
6	What conflicts of interest exist, if any?	10	Consider potential impartiality & procedural fairness
7	<b>RELEVANT ORGANISATION</b> - What organisation is appropriate to manage complaint – level?	10	Lowest level possible, taking into account conflicts
8	Is the complaint related to Child Abuse or Serious Criminal Conduct?	10.2	If so, REFER TO CV for triage
9	If yes to above, what <b>PROVISIONAL ACTION</b> may be appropriate?	18	Assess risk to others and/or process on foot and seriousness of allegations
10	Is immediate <b>ACTION via WARNING or BREACH NOTICE</b> warranted if likely substantiated breach?	16.3 or 25	Consider tangible evidence in receipt (eg, messages, witness accounts, emails, etc)
<b>C. ASSESSMENT AND/OR CASE CATEGORISATION</b>			
11	If needed, is it appropriate to conduct further internal or external investigation?	10.7, 19	What info do you have/need? Consider seriousness of allegations and Respondent's position.
12	If Finding is substantiated or potential to be substantiated, arrange for next appropriate step to assess matter for an outcome	21 25 26,27 17	<ul style="list-style-type: none"> <li>ADR – mediation or conciliation (by agreement);</li> <li>Breach Notice (including warning for lesser breaches)</li> <li>Hearing Tribunal</li> <li>External Investigation</li> </ul>
13	Notify Complainant of next steps & Respondent of Complaint details, process and next steps	12	Respondent - Include all details of breach to afford opportunity to respond – procedural fairness
14	Gather info/evidence through statements, interviews, other sources as needed	19	Investigator has discretion to conduct inquiries appropriate to the circumstances
<b>D. RESOLUTION</b>			
15	Decide on and facilitate chosen resolution pathway	22	Possibilities – 1. Minor breach - Warning 2. Likely breach – Breach Notice 3. Unsubstantiated 4. Unable to be substantiated 4. Substantiated via Tribunal/Investigation
16	Undertake process to determine outcome – ADR (mediation/conciliation), Hearing Tribunal, Breach Notice, Investigation or External Referral		As per clause reference in point 12 above – clauses 17, 21 and 25-27. See also Tribunal, Investigation & Child Focused Approach Guides on CV website
17	Notify parties of next steps in process	12	If not already done
18	Process determined may involve outcomes - sanction(s) or order(s) to notify and enforce	24	Refer <a href="#">SIA NIF Case Categorisation Guidance for Sanctions (January 2023)</a>
<b>E. FINALISATION</b>			
19	Following resolution process, notify parties of options to appeal or dispute breach offer or sanction within 7 days	28	If appeal is instituted, see clause 1 of Schedule 4 (Community Cricket) or clause 2 of Schedule 4 (Premier Cricket)
20	Record any sanction in PlayHQ and/or Umpire HQ database (as applicable)	29.2	Add note in Legal Matter Pending tab
21	Record/store file notes securely for seven years	30.3	Password protect folder to ensure confidentiality
22	Close the Report or Complaint	30	No further action unless there compelling reason