



# COMPLAINTS AND RESOLUTION PROCESS FLOWCHART

AS AT AUGUST 2024

**Support** - Do the parties to the complaint need support? Explore throughout the process

**Further Detail** - Please reference the Cricket Victoria Complaints & Resolution Policy for details at each step

## 1 Complaint or Report

- a) Receive Report or Complaint via Complaint Form
- b) **Call 000** if immediate risk of significant harm
- c) Acknowledge & confirm all details

## 2 Initial Evaluation

### OUT OF SCOPE

No further action, redirect to another avenue/ policy/ rules &/or notify Complainant

### IN SCOPE

Refer Child Safe & Serious Breaches to CV or refer to another VCO as appropriate

### PROVISIONAL ACTION?

If risk, contact CV

## 3 Assessment and/or Case Categorisation

- a) Obtain further information
- b) Use SIA Case Categorisation Guide & determine best resolution method(s)
- c) If obvious breach, progress to Breach Notice / Warning

## 4 Resolution

- a) Determine finding if investigation conducted and finding made (e.g. Warning; Substantiated - Breach Notice; Unsubstantiated; Unable to be substantiated)
- OR
- b) Conduct process to determine finding (e.g. ADR (mediation), Hearing Tribunal, External Investigation, External Referral)

## 5 Finalisation

- a) Notify parties of outcome
- b) If notified within 72 hrs of decision, convene appeal and notify parties - \$500 fee to be paid within 7 days
- c) Record sanction in Play HQ &/or Umpires HQ
- d) Record/store records for seven years