

RECEIVE A COMPLAINT

INITIAL CONSIDERATION

IN SCOPE

OUT OF SCOPE

Refer to external organisation

Assessment

Alternate dispute resolution process

Refer to appropriate body

No further action

Notification of outcome

No resolution

FINDING

Substantiated

Unsubstantiated / Unable to be substantiated

Determine Sanction

RESOLUTION PROCESS

Breach Notice

No further action

Accepted

Dispute of Breach Notice to Sport

Hearing Tribunal (NST or Sports Tribunal)

Determination

Appeal

FINALISING COMPLAINTS

NOTIFICATION OF OUTCOME

SPORT IMPLEMENTS SANCTION (IF APPLICABLE)

COMPLAINT & DISPUTE RESOLUTION FLOWCHART



SPORT INTEGRITY AUSTRALIA