

STATE BRANCH COMPLAINT TRIAGE GUIDE

Received a complaint? Use this guide to determine where it should go.



COMPLAINT RECEIVED

A complaint has been raised with a State Branch, Club, Committee or Event Organiser.

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IS IT AN INTEGRITY MATTER?

Examples include:

- ✓ Bullying or harassment
- ✓ Discrimination or victimisation
- ✓ Child safeguarding concerns
- ✓ Abuse, neglect or mistreatment
- ✓ Social media misconduct

- ✓ Code of Conduct breaches
- ✓ Privacy breaches
- ✓ Member behaviour concerns
- ✓ Any conduct creating an unsafe environment

↓ YES

REFER TO EA NATIONAL INTEGRITY TEAM

Do not investigate locally unless directed by EA.

Submit via:

EA Integrity Form (Rely Platform)

equestrian.relyplatform.com/f/2COOA77

integrity@equestrian.org.au

Managed by EA National Integrity Team

Assessment

Investigation (if required)

Findings and outcomes

Sanctions and education measures

Reports are managed confidentially by EA's National Integrity Team.

IMMEDIATE SAFETY OR WELFARE RISK

At any stage of the process, if there is an immediate risk to someone's safety or welfare:

Contact emergency services (000) if required

Ensure immediate safety

Notify the EA National Integrity Team as soon as possible

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IS IT A COMPETITION OR EVENT MATTER?

Examples include:

- ✓ Judging decisions
- ✓ Placings or scoring outcomes
- ✓ Rule interpretation during competition

- ✓ Eligibility concerns
- ✓ Event administration issues
- ✓ Protests lodged under competition rules

↓ YES

MANAGED BY THE ORGANISING COMMITTEE / STATE BRANCH

Manage under:

- ✓ EA General Regulations

- ✓ Sport Rules

- ✓ Event Protest Procedures

These matters are generally NOT Integrity complaints.

QUICK REFERENCE

Use this table for common complaint types.

INTEGRITY MATTERS		SEND TO		COMPETITION / EVENT MATTERS		SEND TO	
	Bullying / Harassment		EA National Integrity Team		Judging Decision		State Branch / Organising Committee
	Discrimination / Victimisation		EA National Integrity Team		Scoring Outcome		State Branch / Organising Committee
	Child Safety Concern		EA National Integrity Team		Rule Interpretation		State Branch / Organising Committee
	Abuse or Welfare Issue		EA National Integrity Team		Protest Against Results		State Branch / Organising Committee
	Social Media Misconduct		EA National Integrity Team		Event Administration		State Branch / Organising Committee
	Code of Conduct Breach		EA National Integrity Team				
	Privacy Breach		EA National Integrity Team				

INTEGRITY MATTER

Refer to EA Integrity Form (Rely Platform). EA National Integrity Team will manage.

COMPETITION / EVENT MATTER

Manage through General Regulations and Sport Rules via your State Branch or Organising Committee.

IMMEDIATE SAFETY RISK

Ensure safety first and notify the EA National Integrity Team immediately.

If you are in immediate danger or need urgent help, call 000 or seek immediate assistance.

CONFIDENTIALITY
All reports are treated seriously and managed confidentially. Victimisation or retaliation against anyone who reports is not tolerated.

Be part of the solution.