



**QUEENSLAND
CRICKET**

COMPLAINTS ASSESSMENT COMMITTEE

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(Management of Complaints)

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1. INTRODUCTION

- 1.1 The Complaints Assessment Committee Policy (**Policy**) supports the QC Integrity Framework by providing Cricket Participants and Cricket Organisations with a '**Report Something**' portal to allow people to make on-line complaints relating to Integrity/Prohibited Conduct related matters.
- 1.2 To facilitate an ethical complaint management process, the establishment of a Complaints Assessment Committee (**CAC**) will be utilised as a triage forum and tool to ensure efficient, transparent and professional management of complaints.
- 1.3 The appointment of an Integrity Manager at QC will also provide enhanced practices on complaint management, triaging, assessment, investigations and outcomes to meet the expectations of the organisation.
- 1.4 It is incumbent on the Cricket Participant to read and familiarise themselves with the key words defined in the QC Integrity Framework – Key Terms in order to fully understand the application of this Policy.

2. CAC MEMBERSHIP

- 2.1 The CAC will consist of a committee consisting of the QC Integrity Manager as the Chair, the QC Umpires Co-ordinator and the QC Chief Operating Officer. From time-to-time, other QC staff may attend the CAC meetings as an observer (not part of the decision-making process) to enhance organisational knowledge, allow for succession planning and professional development.
- 2.2 The Integrity Manager will be the secretariat for the meeting ensuring all decisions are accurately recorded and processing of complaints is undertaken in a timely manner.
- 2.3 Any CAC member who has a conflict of interest involving any complaint being considered must remove themselves from the discussion around the matter and the Chair should note the CAC records accordingly. Decisions in relation to a matter where a conflict of interest has been declared will be made by the two remaining CAC members.

3. CONFIDENTIALITY

- 3.1 All matters discussed at CAC meetings are to be kept confidential in line with the QC Complaints, Disputes and Discipline Policy.

4. CAC PROCESS

- 4.1 The CAC will consider complaints received through match day/umpire reports to the QC Umpire Coordinator, where the Umpire Coordinator is of the belief that the matter is a high-level serious nature that requires independent investigation. These matters consist of matters that the Umpire Coordinator believes are serious Level 3 matters covered by the QC Code of Behaviour. By way of example, a matter where one participant has assaulted another participant causing significant injury may lead to the engagement of an independent investigator to undertake that investigation. A pushing incident by two players in a game maybe adequately dealt with under the regular Code of Behaviour Policy process.
- 4.2 The Umpire Co-ordinator will have discretion as to what matters he/she should present to the CAC and may bring matters where he/she needs input into the decision-making process.
- 4.3 **'Report Something'** complaints are received through the Integrity@qldcricket.com.au email address accessed through the QC **'Report Something'** portal. The CAC will consider all matters received in the QC 'Report Something' portal or any other complaints received in any other way.
- 4.4 Consideration of game day/umpiring complaints will be restricted to serious high Level 3 offences in which the QC Umpire Coordinator refers to the CAC (See 5.1 of this Policy).
- 4.5 Triaging of complaints will involve considerations as to the seriousness of each matter and how best to deal with the matter. The CAC will utilise a risk matrix, grading complaints in one of the following categories High, Medium, Low to determining how the complaint will be managed.
- 4.6 In relation to game day/umpiring matters the QC Code of Behaviour takes effect in dealing with matters. The only exception to this would be if the CAC considered a Level 3 offence to be one of a serious nature, that could not be adequately dealt with by the provisions of the Code of Behaviour.
- 4.7 In relation to complaints received in the 'Report Something' portal or complaints received by any other means; the CAC must consider the severity of the complaint, using the High, Medium, Low matrix and will consider the evidence provided and the appropriate mechanism for dealing with the complaint. These considerations are to be made with reference to the policies, rules and code of conduct that are in operation at QC or any other policy utilised by Cricket Australia that QC adopts.
- 4.8 The CAC will consider each matter individually and may consider whether or not the perpetrator in the complaint is a recidivist offender who has had a history of integrity/prohibited conduct offences, is the complainant a persistent complainant who has a history of making frivolous or vexatious

complaints. Whilst previous offences may be considered at the CAC in determining the management of a complaint, the previous history of the person is not to be considered in any investigation, nor should such information be provided to any investigator. Previous history where a person has been found guilty of an offence can only be considered by the decision-maker handing down a sanction.

- 4.9 Anonymous complaints received via the '**Report Something**' portal or via any other means, must be considered by the CAC, however, if such complaint does not contain sufficient information, evidence or substance the CAC may deem the matter not suitable for any further action.
- 4.10 All decisions by the CAC will be recorded against the relevant complaint. This will include actions in dealing with the complaint including, Risk Category (High, Medium, Low) who the matter has been referred to and if No Further Action the reasons for such decision. The CAC will utilise the current QC Complaints Register for recording of this information. Such register will be locked down to CAC members and relevant QC leadership staff.
- 4.11 All finalised matters that are delegated by the CAC for further investigation or follow up, are to be returned to the CAC for advice and for discussion as to the suitability of the outcome. The CAC will ensure advice is provided to the complainant of the outcome of their complaint. The date and time of this advice is to be recorded in the QC Complaints register.

5. CAC RECORDING OF DECISIONS

- 5.1 The Integrity Manager will ensure all decisions relating to the triaging of a complaint and management of the complaint are recorded in the QC Complaints register.
- 5.2 The Integrity Manager must monitor the progress of all complaints received ensuring time frames as stipulated in the Complaints, Disputes and Discipline Policy are conformed with. Any significant delays in dealing with a complaint must be recorded in the QC Complaints Register, outlining the reason for the delay.
- 5.3 The Integrity Manager must ensure that decisions in relation to complaints are recorded in PlayHQ and should also consider whether information in relation to a sanction should be passed onto another jurisdiction where the player concerned may play from time to time.

6. CAC MEETINGS

- 6.1 The CAC shall meet each Monday morning at 11am in the office of the Integrity Manager.

- 6.2 Should the Monday be a public holiday, then the CAC shall meet on the next business day after the public holiday at 11am.
- 6.3 Any time the Integrity Manager or the Umpire Coordinator receive a serious matter that needs to be considered immediately the CAC can make an out of session determination. This determination may be made face-to face, via a team's meeting, phone meeting or email. All decisions must be recorded by the Integrity Manager as previously stated in this Policy.
- 6.4 Should a CAC member be absent (sick/leave etc), it is the responsibility of the absent member to arrange a suitable replacement to attend the CAC. Ideally, the replacement person should have previously attended a CAC as an observer, so they are aware of the proves.

Approved By:

Terry Svenson

Chief Executive Officer

Queensland Cricket