

Introduction (video 1)

# key learning points

# Minor complaints can be handled informally between the person making the complaint and the club officials.

# More serious complaints may require a mediator to help find a resolution.

# Clubs should have Member Protection Policies that set out how complaints should be handled.

# If the club does not have an MPP then the state/territory sport policy will apply.

# Clubs should also have a Member Protection Information Officer (MPIO) who will help manage complaints. If there is no MPIO then somebody should be identified to help manage complaints.

# The role of the MPIO is to provide support for the person making the complaint, give information on the process and offer solutions.

# The MPIO does not investigate the complaint.

# Ideally, the MPIO is not an official of the club to avoid possible conflicts of interest.

# *Add your own key learning points here…*