

Mt Alexander Falcons Complaints Procedure Flowchart

Prior to formal complaint process

Address personally with respondent
(if appropriate)

Address with club leader
(if appropriate)

Guidance from Member
Protection Information
Officer (MPIO)

Formal complaint process:

Complete written complaint form
or meet with MPIO or Complaints Officer to complete form
and forward to complaints@mtalexanderfalcons.com.au

Complaints officer
receives complaint
and will respond
within 5 days whether
within or out of scope

Out of scope

Support and
advice on
next steps

In scope

Meeting with
complainant to
discuss options for
resolution

Satisfactory outcome

Resolution

Further
investigation

Supported resolution
with respondent

Satisfactory outcome

Resolution

No satisfactory
outcome

Discipline or final
decision made

Feedback to all participants and documentation stored confidentially

Appeals process available