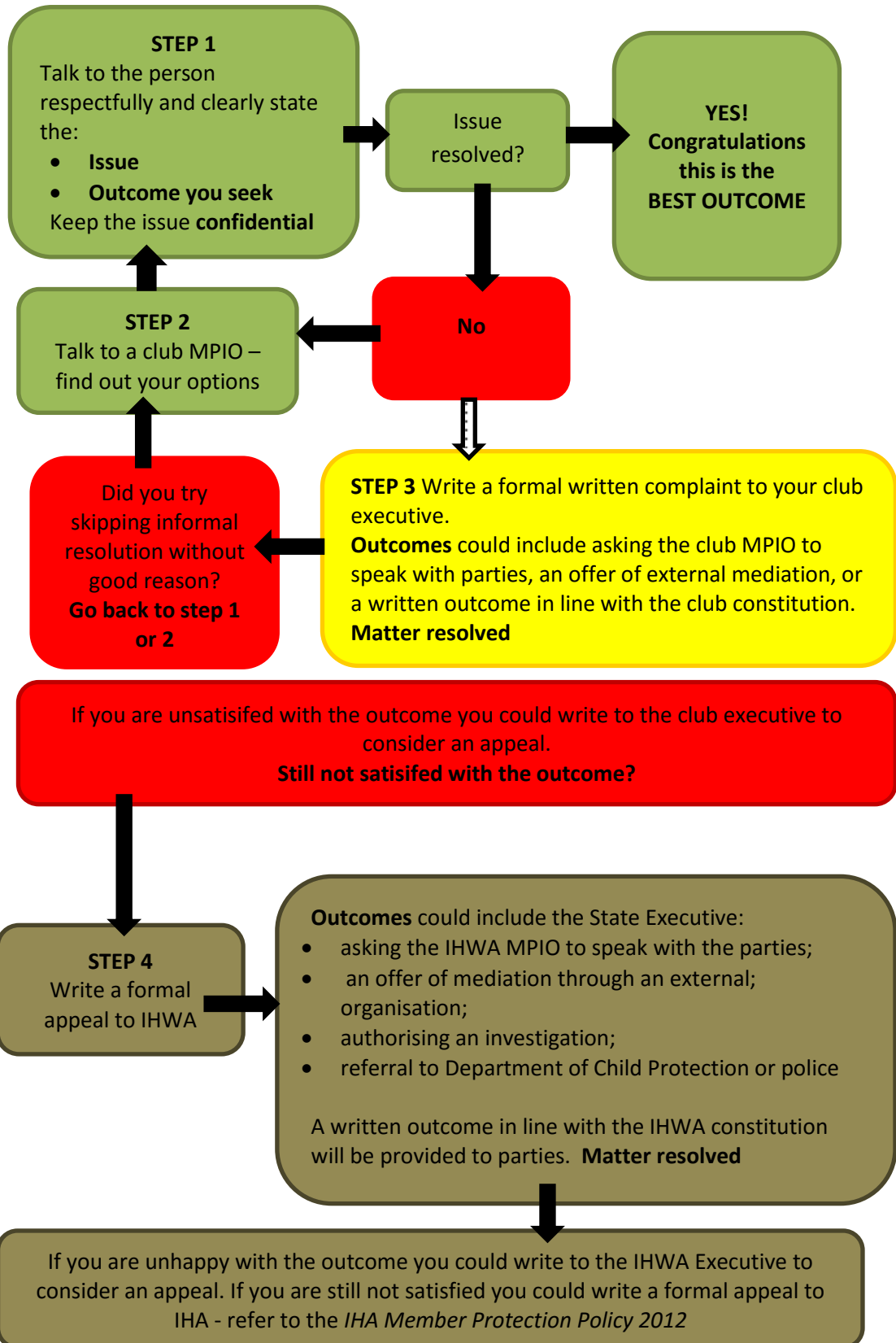


Nip it in the bud



IHWA Complaints Procedures Flowchart



Need to resolve an issue with another IHWA member?

Download the IHWA Ethics Framework from www.icewa.com.au

Golden rule: the person who raises the complaint owns the complaint – YOU make the decisions as to how to progress the issue except:

If the problem is about child safety or potentially criminal behaviour your MPIO or club president may be required to inform external agencies.

Child safety - you could confidentially inform the Department of Child Protection of your concerns (IHWA complaints procedure (section 9).

Potential criminal behaviour – speak to the police.

Game related complaints – raise your complaint through your coach

Non- game related complaints - raise your complaint through the IHWA complaints procedure (section 7)