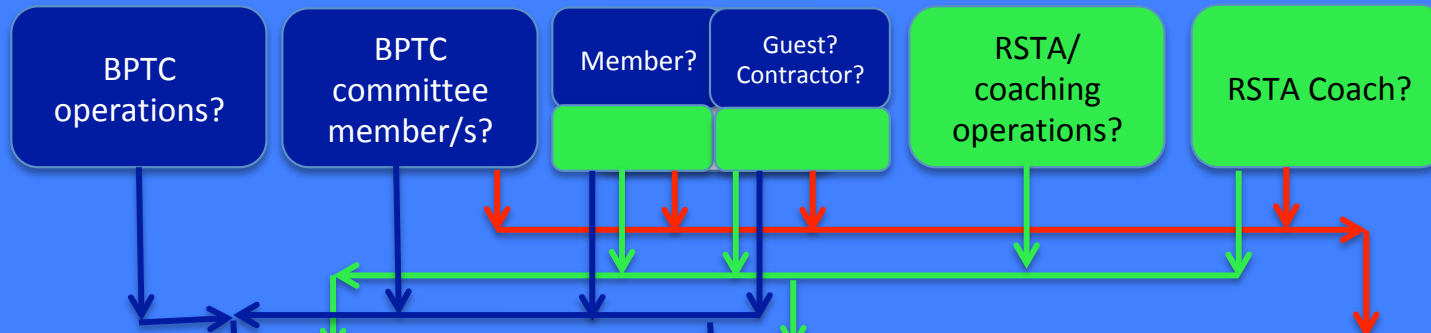


BPTC(Club)/RSTA (Coaching) complaints management flowchart

August 2020

Subject of complaint

→ = BPTC
→ = RSTA



Nature of complaint

Key contacts:

Council: [TBA]

BPTC

Member Protection Info Officer
Lynne Butson: m:0438274928
President
Keith Bender: m:0412698718
bungendoreparktennisclub@gmail.com

RSTA Bungendore

Dave Pajaczkowski:
m:0424295634
davidpaj@risingstartennis.com

Tennis ACT :

Canberra region MPIO
Lenka Greenhalgh m:0417683164
LGreenhalgh@tennis.com.au

Minor

- vexatious
- trivial
- malicious

initial fact finding by BPTC or RSTA to determine whether or not the complaint is properly categorised

Serious

i.e.- harassment

- sexual harassment
- abuse (not child abuse)
- unlawful discrimination
- Vilification
- alleged corruption

Bungendore Police
62381244

Aust Humsn Rights Commission
<https://humanrights.gov.au/complaints/make-complaint>

1. Ensure complaint is recorded:
<https://integrity.tennis.com.au/#/webform>

2. Tennis ACT liaises with relevant authorities

Club committee manages to resolution

RSTA manages to resolution

Alleged child abuse

1. & 2 Receive and **report allegation immediately to:**

- NSW Police 131444
- Dept of Family & Community Services 132111

Confidentially report incident to:
Tennis Aust/Integrity & Compliance Unit
1800 117 233
integrity@tennis.com.au

3. Protect child/manage situation.

4. Take internal action

5. Ensure complaint is recorded
<https://integrity.tennis.com.au/#/webform>