

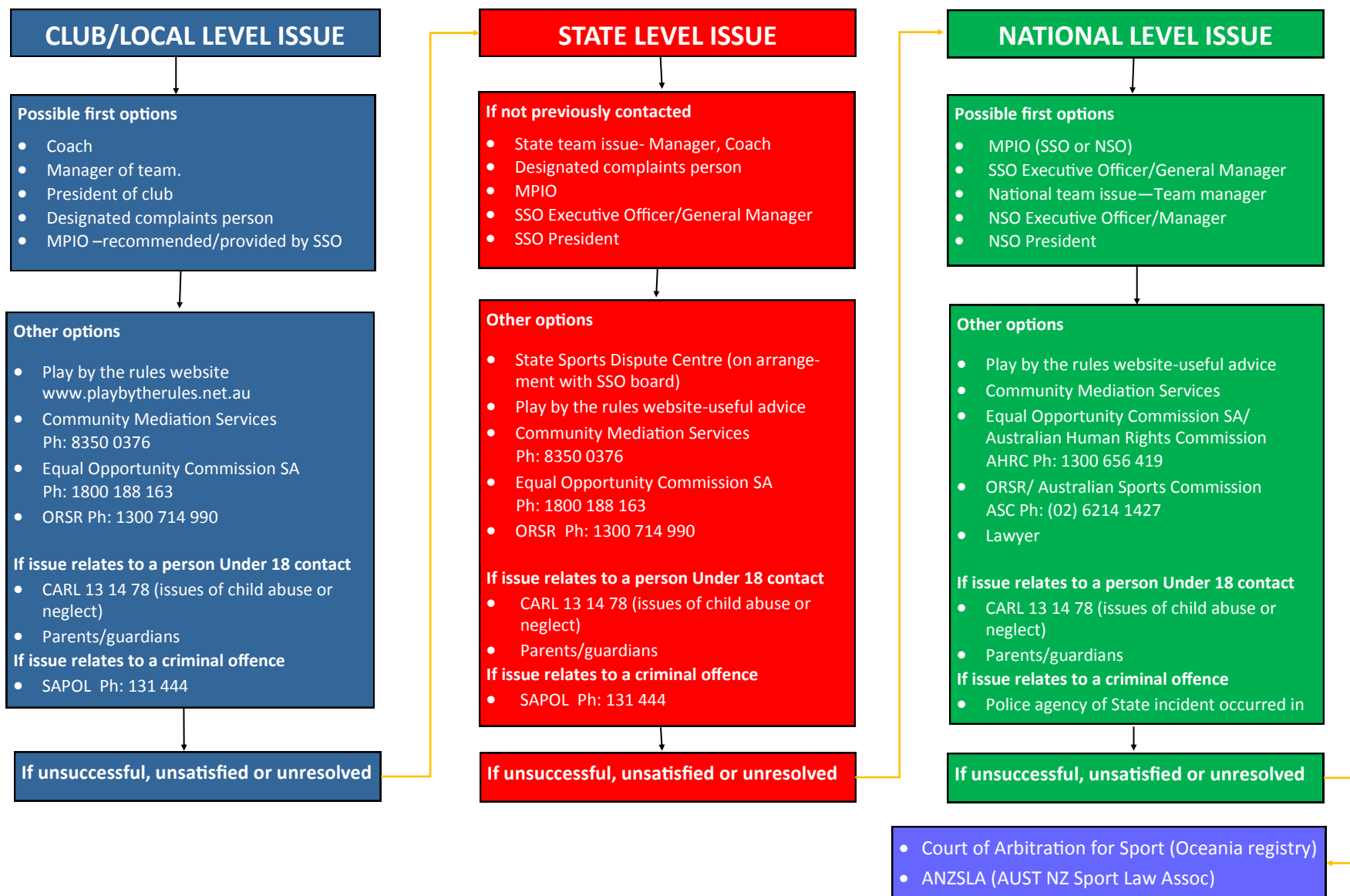


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# Complaints Flowchart—SA

This chart may assist with determining who to contact first when dealing with a complaint.

Always start at the level that the incident occurred and always refer to your organisation's Member Protection Policy



MPIO— Member Protection Information Officer (a person who provides advice and support on complaint process but does not handle the complaint)

SSO—State Sport Organisation

ORSR—Office for Recreation, Sport and Racing

CARL—Child Abuse Report Line. For reporting any incidences or suspicion of child abuse or neglect

SAPOL—SA Police

NSO - National Sport Organisation