



Policy Title:	Complaint Handling Policy – combat sports industry related
Created/Revised:	December 2014
Approved:	
Summary:	The policy outlines how the Combat Sports Authority will handle complaints in relation to persons and activities occurring within the combat sports industry.
Policy Statement:	The CSA welcomes complaints as they provide an opportunity for it to improve practices within the combat sports industry.
Applicability:	Persons wishing to make a complaint in relation to behaviour of registered persons, the conduct of a combat sport contest or other matters for the attention of the CSA. Criminal activity should be reported to NSW Police Force.
Procedure:	<p>Complaints must be made in writing to the CSA. The complainant should provide a description of the problem in sufficient detail for the CSA to investigate the matter, including date, time, location, names of person/s involved, description of behaviour or activity observed.</p> <p>Anonymous complaints will generally not be considered by the CSA. The CSA respects your right to privacy and confidentiality in making a complaint. The CSA does not disclose personal details of people making complaints unless the matter cannot be progressed without doing so and the complainant has agreed to the disclosure of their name.</p> <p>Where appropriate, the complaint may be referred to another body such as an equivalent regulatory body in another State or the NSW Police Force. If your complaint is referred, we will let you know and offer contact details for any follow-up.</p> <p>We are usually not able to provide details of the progress of a complaint but actions taken in relation to disciplinary proceedings are published on the CSA website.</p>
Check types:	<p>Each complaint to the CSA is logged and considered carefully. The CSA will investigate as appropriate, giving priority to:</p> <ul style="list-style-type: none">• situations that have the potential to cause serious harm, and• patterns of similar incidents that may suggest ongoing or broader issues.
Related documents:	Combat Sports Act 2013 Combat Sports Regulation 2014