

Complaint Management

A member, competitor, or other concerned individual or organisation may wish to make a complaint or raise a concern about one of following:

- (a) The conduct of an event / competition
- (b) The production of an event or competition;
- (c) The decisions of the judging panel from an event or competition
- (d) The behaviour of a producer / performer / judge at an event or competition

1. Any competition / event should have standard procedures for receiving, handling and reviewing complaints in accordance with the Code of Conduct. This process involves the following steps:

- (i) Manager / Producer receives the complaint.
 - (ii) The Manager / Producer or delegated representative ("The Delegate") gathers information regarding the complaint which may include:
 - a. Formal response from the applicant addressing the concerns raised;
 - b. Advice from a relevant internal or external expert or agency;
 - c. Documents pertinent to the complaint such as applications, event tools, competition information and correspondence;
 - (e) The Manager / Producer or Delegate presents this information to the committee who make a recommendation on the appropriate course of action or escalate the complaint to the Owner / Operator for consideration if necessary.
 - (f) The Committee may determine that the complaint is not substantiated, in which case no further action is required. If the complaint is substantiated, action may include:
 - (i) A requirement for amendments to the application for a competition by a performer
 - (ii) A requirement for amendments to an event or competition by the Manager / Producer;
 - (iii) Suspension of the event / competition / performer;
 - (iv) Termination of the event / competition or performer from the event / competition; or
 - (v) Other action to resolve the complaint.
 - (g) The complainant and the applicant are informed, in writing, of the outcome and any necessary action by the Manager / Producer or Delegate.
 - (h) If the complainant is not happy with the outcome of a research complaint after it has been reviewed by the Committee, they have the right to dispute this decision
2. An ethics breach occurs when a producer / performer / judge does not comply with the Code of Conduct, and/or the conditions of their title from a named competition. This may include:
- (i) Undertaking activities without approval, where this approval is required;
 - (j) Implementing modifications to an event / competition without approval where this approval is required;
 - (k) Non-compliance with conditions of approval or title responsibilities.
 - (l) Serious or repeated breaches of the Code of Conduct by Judges, Performers or Producers
 - (m) Behaviour of a title holder that brings the competition into disrepute
 - (n) Breaches can be reported to the Manager / Producer by any concerned individual or organisation, discovered by the Manager / Producer, or self-reported by an applicant.



The steps the Manager / Producer follows are identical to those listed above in 1.

Applicants who are not satisfied with the outcome of their competition application or breach or complaint have the right to make an appeal against this decision.

The Committee will make every effort to resolve complaints promptly and within a reasonable timeframe as circumstances dictate.