



Ice Hockey NSW

Integrity Reporting and Escalation Guide

WHAT TO DO IF YOU HAVE A COMPLAINT

STEP 1 – CLUB

👉 Talk to your:

- Club MPIO
OR
- Follow club complaints process

✓ Best for minor issues

✓ First point of contact

STEP 2 – STATE (Ice Hockey NSW)

👉 Contact Ice Hockey NSW Executive Officer if:

- Club cannot resolve issue
- Issue is serious
- Complaint is about the club

STEP 3 – NATIONAL

👉 Escalates to Ice Hockey Australia if:

- State cannot resolve it
- It involves national governance
- It involves multiple states

STEP 4 – SPORT INTEGRITY AUSTRALIA (SIA)

- Doping
- Match fixing
- Corruption
- Criminal behaviour
- Major integrity breaches

WHAT YOU CAN REPORT

- Poor behaviour or misconduct
- Bullying or harassment
- Unsafe conduct
- Cheating or manipulation
- Club or governance issues

WHAT WILL HAPPEN

- ✓ Your complaint will be taken seriously
- ✓ It will be handled fairly
- ✓ It will be kept confidential where possible
- ✓ You will not be punished for reporting

SIMPLE RULE

- 👉 Start at CLUB
- 👉 Escalate to STATE
- 👉 Then NATIONAL
- 👉 Then SIA (serious matters only)