

COMPLAINTS POLICY

1. Purpose

This policy sets out how the International Tag Federation (ITF) manages complaints, disputes and alleged breaches of its policies in a fair, transparent and timely manner. It ensures safe reporting pathways, procedural fairness, consistent disciplinary outcomes, and protection of participants and the sport's integrity.

2. Scope

This policy applies to all players, coaches, referees, officials, volunteers, staff, spectators, member leagues and affiliates. It applies at all ITF activities and in online or off-field conduct connected to the ITF.

3. What Can Be Complained About

This policy applies to alleged breaches of the Code of Conduct, Member Protection Policy, Child Safeguarding Policy, Social Media Policy, Improper Use of Drugs & Medicine Policy, and any other ITF policy.

Matters that fall under the ITF Protests Policy in regard to match results or eligibility cannot be reported under the Complaints policy. Any protests of the match result, a player's eligibility or an on-field matter must be lodged in accordance with the ITF Protests policy.

4. Who Can Make a Complaint

A complaint may be made by a person directly affected, a parent or guardian of a child, a club or official, or a witness to misconduct. Anonymous reports may be accepted but may limit action.

5. How to Make a Complaint

Complaints should be made in writing to the ITF Safeguarding/Integrity Officer using the ITF Complaints Form. Serious matters may be referred to external authorities.

6. Initial Assessment

The ITF will determine whether the complaint falls under this policy, should be handled locally, or requires referral to police, child protection authorities or other bodies.

Disciplinary matters will be managed in accordance with the ITF Disciplinary Procedure.

7. Provisional Action

To protect participants, the ITF may impose temporary measures such as suspension, restrictions on duties or removal from events. This is not a finding of guilt and will be reviewed.

8. Investigation

Where required, an investigation will follow principles of procedural fairness. The respondent will be informed of allegations, given an opportunity to respond, decisions will be made impartially, and outcomes will be based on the balance of probabilities.

9. Outcomes Without Hearing

Less serious matters may be resolved through education, warnings, mediation or behaviour agreements.

10. Hearing Tribunal

Serious or disputed matters may be referred to an independent Hearing Panel which may impose sanctions including warnings, suspensions, fines, removal from roles, or bans.

11. Appeals

Decisions of a Hearing Panel may be appealed to an Appeals Panel on the grounds of procedural error, new evidence, or disproportionate sanction.

12. Confidentiality

Complaints will be handled confidentially where possible. Information will only be shared where necessary or required by law.

13. Record Keeping

The ITF will keep secure records of complaints and outcomes.

14. Policy Review

This policy will be reviewed regularly.

15. Safeguarding / Integrity Officer

The Safeguarding / Integrity Officer is Luke Manahan

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