

Capital Petanque Dispute Resolution Process (as per Associations Incorporation Regulation 2023 Model Rules Schedule 1 Part 1.3, Division 1.3.1)  
(September 2025)

<b>Step</b>	<b>Model Rule reference</b>
1. Parties to dispute try to informally resolve the dispute between themselves.	[13(1)]
2. Parties to dispute may ask the committee to help resolve the issue. <ul style="list-style-type: none"> <li>• The committee will establish a dispute resolution group to help resolve the issue;</li> <li>• Complainant or respondent completes form outlining dispute issues and gives it to the club committee (see attached sample form);</li> <li>• copy of complainant's/respondent's form made available to all committee members and both parties to dispute.</li> </ul>	[13(2)]
3. A formal dispute resolution procedure is started by either party giving written notice of a dispute to the committee.	[14(1)]
4. The committee ensures the notice includes details of the parties in dispute, what matters are in dispute and steps already taken by the parties to resolve the dispute. <ul style="list-style-type: none"> <li>• Committee will attempt to resolve dispute by facilitating negotiation with and between complainant/respondent;</li> <li>• details of any initial negotiations are recorded by the committee and provided to both parties.</li> </ul>	[14(2)]

<p>5. If the committee's own negotiations cannot resolve dispute, committee decides if the matter should be referred to Sport Integrity Australia's (SIA) Complaints Process for formal dispute resolution #(see Note 1 below).</p> <ul style="list-style-type: none"> <li>• If the complaint falls under the SIA's jurisdiction, the committee advises the complaint/respondent of process to be followed with SIA (see reference documents below);</li> <li>• If the complaint does not fall under the SIA scope of practice, and the complaint cannot be resolved satisfactorily locally, the complainant can refer the matter to Petanque Australia (PA), for consideration under its Code of Conduct.</li> </ul>	
<p>6. If the resolution of the complaint remains with the club, the committee must appoint a decision maker to decide the outcome of the dispute.</p> <ul style="list-style-type: none"> <li>• the decision maker must be unbiased, has knowledge of the Act and Associations rules, objects, management and operation;</li> <li>• decision maker may be member of the committee, club or external person;</li> <li>• the committee gives the decision maker a copy of the dispute resolution procedure notice (complaint form plus details of any initial discussions/negotiations with parties to the dispute).</li> </ul>	<p>[15(1)] [15(2)] [15(3)]</p>
<p>7. The committee then gives written notice to each party that a more detailed dispute resolution procedure by the club has commenced.</p> <ul style="list-style-type: none"> <li>• the dispute resolution procedure notice must include summary of the dispute (including discussions/negotiations with parties to dispute), name and contact details of decision maker and information about the dispute resolution procedure (as per steps 8 to 11 below).</li> </ul>	<p>[16(1)] [16(3)]</p>

<p>8. The decision maker invites each party to make a written or oral submission about the dispute.</p> <ul style="list-style-type: none"> <li>• not less than 14 days are allowed for written submissions or set day and time for oral submissions within the written submission period;</li> <li>• in the meantime the decision maker may attempt to resolve the dispute with agreement from both parties to the dispute.</li> </ul>	[17(1)] [17(2)] [17(3)]
<p>9. At the end of the submission period the decision maker considers the submissions received, decides the outcome of the dispute, gives written notice to each party of the dispute decision and reasons for the dispute decision and decision appeal options under Division 1.3.3 of the Model Rules.</p>	[18]
<p>10. At any time before the decision maker decides the outcome of the dispute, the parties to the dispute can agree to settle the dispute.</p> <ul style="list-style-type: none"> <li>• the parties agreement to end the dispute must include written notice to the committee and decision maker and state that the parties have agreed to end the dispute and the terms of the agreement to end the dispute.</li> </ul>	[19(1)] [19(2)(3)]
<p>11. At all stages of the process, every attempt must be made to ensure confidentiality and privacy, including in relation to documentation and sharing of information.</p> <p>The committee will retain a record of all stages of the dispute, including the complaint form, discussions on complaint resolution, dispute resolution notices, submissions to decision maker, details of outcomes from decision makers or agreements between parties to end dispute, any follow up action agreed.</p>	

## Sample Notice of Complaint

Complainant's Name	
Complainant's contact details	Phone: Email:

Name of person(s) complained about (respondent)	
Respondent's contact details	Phone: Email:
Date/Location/event of alleged issue	
Description of alleged issue	
Action taken to resolve issue informally	
Other persons involved in alleged issue (eg witnesses)	
Signature	
Declaration	By submitting this complaint notice I acknowledge that information related to this complaint may be provided to third parties including Petanque Australia, Sport Integrity Australia, an independent arbiter or decision maker.

Note 1

A complaint to Sport Integrity Australia (SIA) can only be addressed by the SIA if the complaint relates to doping in sport, child safe guarding, vilification or discrimination in sport. SIA will not manage personal disputes such as bullying, harassment or abuse of

adults, team/representative selection disputes, organisational governance disputes, competition rules disputes or disputes within organisations that have not implemented the National Integrity Framework. These disputes must be dealt with by the relevant local sporting organisation or National Sporting Organisation (in this case Petanque Australia).

Reference material to inform the dispute resolution procedure

**Petanque Australia**

PA Integrity and Complaints Manager - [integrity@petanqueaustralia.org.au](mailto:integrity@petanqueaustralia.org.au)

PFA Code of Conduct

SIA National Integrity Framework - Complaints, Disputes and Discipline Policy (adopted by Petanque Australia 2024)

Play By The Rules (home web site)

**Sport Integrity Australia (SIA)**

SIA National Integrity Framework - Member Protection Policy

SIA Investigation of Complaints Guidelines

SIA Guidance for Complaint Management and Sanctioning

SIA Complaints, Disputes and Discipline Policy - Complaints process: step by step

SIA Make an Integrity Complaint or Report

SIA Standards and Prohibited Conduct: a Guide