

## OFF-FIELD INCIDENT OCCURS

Discuss with complainant the differences between the Code of Conduct and the Member Protection Policy (may depend on complainants desired outcome)  
Advise that once a complainant has made a choice they cannot cross to another code/policy  
Code of Conduct is a more formalized approach whereas the Member Protection Policy has informal resolution methods such as mediation

Code of Conduct

Appoint an Investigating Officer (IO), this person should be independent from the Club, Zone and Union  
Speak to your relevant union if you need assistance

If disciplinary hearing is recommended by the IO, convene a Code of Conduct Committee (this is NOT a judiciary)

\*Note, appeal time is seven (7) days

Member Protection Policy

Contact your Club or Zone's Member Protection Contact (MPC) or Member Protection Information Officer (MPIO)

Discuss with complainant whether they wish to proceed with informal or formal resolution methods  
Informal = such as mediation  
Formal = Conduct Committee Convened

\*Note, appeal time is 10 business days