



MAJOR INCIDENT REPORTING

Complaint/Dispute Resolution Process

Procedures for duty officials on spectator misconduct:

- a) If a spectator is abusive and/or violent during play, the duty officials must ask the spectator to comply with the Code of Conduct.
- b) The duty officials are required to immediately alert the referee of continued unacceptable spectator behaviour.
- c) If the duty official so alerts the referee or the referee otherwise decides that any one or more spectators are engaging in unacceptable behaviour, the referee will temporarily suspend the game to allow for the duty official to address the behaviour
- d) If the unacceptable behaviour continues the referee will terminate the game and send a report to the GBJRL.

IMPORTANT NOTE: If the GBJRL determines that a game is terminated because of the conduct of a coach, team staff and/or spectators of a particular team, that team will be deemed to have forfeited the game irrespective of the score at the time. This also will have an influence on the makeup of the remaining Finals Series matches.

Minor - minor disputes are those which should be resolved at a team or club level, they include minor disputes between parents and coaches (e.g. equal playing time for Modified Rules players), opposition teams (e.g. Leaguesafe coaching the team) or visiting team and host club (e.g. ground not set up properly).

Intermediate - intermediate disputes are those that should be resolved at club or zone level. They include unresolved disputes between parents and coaches, opposition teams (e.g. minor verbal abuse by individual spectators) and those between two clubs within one Zone.

Major Incident Report - major disputes are those, which should be resolved at Rugby League Brisbane Management level. They include unresolved disputes between parents or players and clubs, violent behaviour or continued verbal abuse by players or spectators and major unresolved disputes between clubs.

Resolving the Problem - Remember, most of the coaches, managers and officials in our game are volunteers. Approach minor issues calmly. The problem may have been caused by an honest mistake or lack of knowledge.

Do not be confrontational or accusatory when trying to reconcile a minor problem. Avoid arguments and walk away if it is obvious the problem cannot be resolved at this level. Take the dispute to the next level as quickly as possible and explain the reasons the problem could not be resolved.

Tribunals-Disciplinary - (Off field Issues)

It is important that a detailed written report be compiled of every complaint made. In the event of further issues concerning involved parties arising, this report may form part of the evidence in a Rugby League Brisbane Disciplinary Tribunal Hearing.

Incident Reporting: The details of major incidents are to be immediately reported to the Rugby League Brisbane Manager (or nominee).
