



EQUESTRIAN
AUSTRALIA



EFFECTIVE FROM
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MAKING A COMPLAINT GUIDE

Document Review

This Making a Complaint Guide forms part of Equestrian Australia’s integrity policies and sits within the National Integrity Framework. It will be reviewed on a regular basis by Equestrian Australia.

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1. Introduction

Equestrian Australia is committed to providing a safe, fair and inclusive environment for everyone involved in equestrian sport.

Sometimes, things don't go as they should. If you experience or witness unacceptable behaviour, you have the right to make a complaint. This guide explains how the complaints process works and what you can expect.

Your complaint will be taken seriously and handled fairly.

2. What is a Complaint?

A complaint is when you formally report behaviour that goes against the rules and standards we expect in equestrian sport. This includes behaviour covered by the National Integrity Framework (NIF) policies.

2.1. Examples of behaviour you can complain about:

- Bullying, harassment or abuse
- Discrimination based on age, disability, race, gender, sexual orientation or religion
- Sexual misconduct
- Child abuse or neglect
- Match-fixing or competition manipulation
- Misuse of drugs or banned substances
- Breaches of the Code of Conduct

2.2. Report vs Complaint - What's the difference?

Making a Report	Making a Complaint
You can remain anonymous Information is recorded but may not be investigated	You are identified as the complainant Will be formally investigated Must be made in writing

3. How to Make a Complaint

3.1. Step 1: Submit Your Complaint to Equestrian Australia

All complaints are submitted to Equestrian Australia.

You can submit your complaint by completing the complaint form on the **Equestrian Australia Integrity Hotline** [here](#).

IMPORTANT: If there is an immediate threat to safety, call 000. EA cannot assist in emergency situations.

3.2. Step 2: What Information to Include

Your complaint should include:

- **Your details:** Name, contact information, connection to equestrian
- **What happened:** Describe the behaviour or incident in as much detail as possible
- **When and where:** Date, time and location of the incident(s)
- **Who was involved:** The person whose behaviour you're complaining about
- **Witnesses:** Anyone who saw or heard what happened
- **Evidence:** Photos, messages, emails, videos - anything that supports your complaint

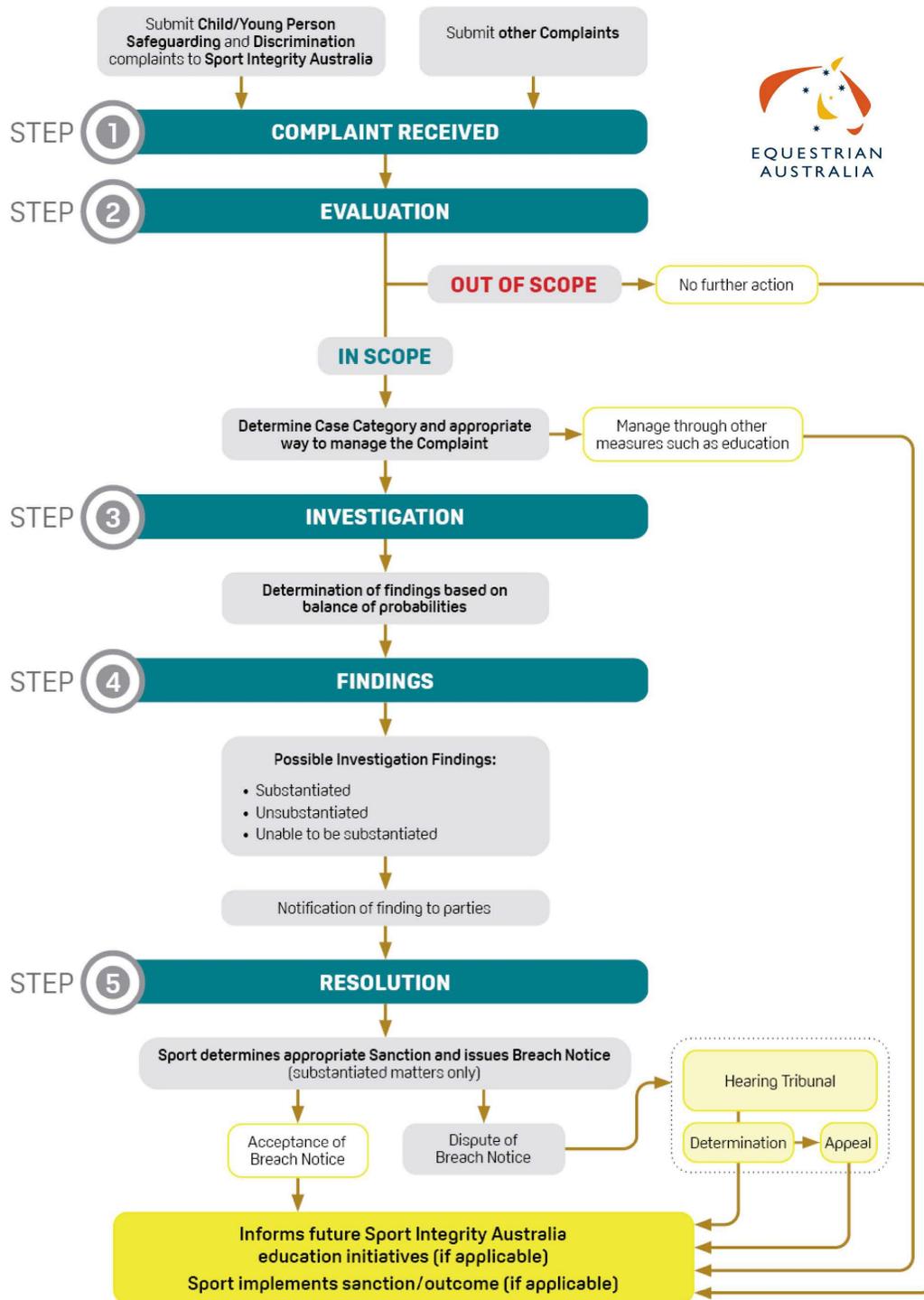
Don't worry if you don't have all of this information. Submit what you have, and you can provide further information at any time.

4. What Happens After You Make a Complaint

The complaints process follows four main phases. The flowchart on the next page shows how EA assesses your complaint and determines the best pathway.

5. How EA Assesses Your Complaint

When you submit a complaint to Equestrian Australia, it goes through the following assessment process:



Disclaimer: This fact sheet does not replace the National Integrity Framework Complaints, Disputes and Discipline Policy. The Policy applies and overrules this fact sheet in any instance.

EA will keep you informed throughout the process by updating your case on the [Equestrian Australia Integrity Hotline](#).

6. Case Categorisation Model

EA will determine which category the Complaint falls into based on the [Case Categorisation Model](#).

If the Complaint is assessed as 'Category 1', it may be managed through a range of measures, such as education, and the matter will be closed.

If the Complaint is assessed as Category 2 or 3, the Complaint may be investigated, and this will lead to a finding about what may have happened.

7. Your Rights During the Process

When you make a complaint, you have the right to:

- Be treated with respect and dignity
- Have your complaint taken seriously
- Be kept informed about the progress of your complaint
- Have a support person with you during meetings or interviews
- Have your privacy protected - your complaint will be kept confidential
- Withdraw your complaint at any time
- Know the outcome of the investigation

8. Contact Information

Equestrian Australia	Sport Integrity Australia
Website: www.equestrian.org.au Email: integrity@equestrian.org.au For all complaints	Website: www.sportintegrity.gov.au Phone: 1300 027 232 (option 3) Child safety & discrimination

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