



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

DOCUMENT REFERENCE: NPC-CMP-FRM-001 | APPROVED AND CURRENT - REVIEW/UPDATE SCHEDULED (NOT FOR WITHDRAWAL) |
CL3 — SENSITIVE: PERSONAL ON FIRST ENTRY

CLUB COMPLAINT FORM

CONDUCT • BULLYING • HARASSMENT • SAFETY • MEMBER PROTECTION

URGENT: If anyone is in immediate danger, call 000. Obey all Range Officer and firearms-safety directions. This form does not replace urgent police, child-protection, firearms, workplace-safety or integrity reporting.

1

SUBMISSION AND ROUTING

- ☐ New complaint ☐ Additional information for existing complaint Reference: _____
- ☐ I want the Club to assess this report ☐ I am providing information only
- ☐ I have also reported this matter externally (details on page 5)

Date submitted	____ / ____ / ____
Submitted to	☐ President ☐ Secretary ☐ Other non-conflicted officer: _____
Preferred acknowledgement method	☐ Email ☐ Phone ☐ Post ☐ Other: _____

2

PERSON MAKING THE COMPLAINT

Full name	
Member / participant ID	
Role / relationship to Club	☐ Member ☐ Visitor ☐ Official ☐ Volunteer ☐ Parent/carer ☐ Other
Email	
Phone	
Postal address	
Preferred safe contact times	
Accessibility / communication needs	

- ☐ I request that my identity be withheld where practicable. I understand anonymity cannot be guaranteed where disclosure is required for safety, law or procedural fairness.

Support person name	
Support person contact	
Consent to contact support person	☐ Yes ☐ No

PRIVACY: A report may be assessed anonymously, but missing information or an inability to put sufficient particulars to the respondent may limit what action can fairly be taken.



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

3**PERSON OR ORGANISATION COMPLAINED ABOUT**

Name	
Member / participant ID (if known)	
Position / role	
Relationship to complainant	
Organisation / club (if relevant)	
Contact details (if known)	

4**COMPLAINT SUMMARY**

In your own words, briefly state what happened and why you are making this complaint. Include the conduct, not conclusions alone.

When did the conduct begin, and is it continuing?

First occurrence date / time	___ / ___ / ___ am/pm
Most recent occurrence date / time	___ / ___ / ___ am/pm
Is the conduct continuing?	☐ Yes ☐ No ☐ Unsure
Number of occurrences (approx.)	

5**LOCATION AND ACTIVITY**

- ☐ Newtec range / clubhouse
 ☐ Competition
 ☐ Training
 ☐ Committee or Club meeting
☐ Telephone / email / messaging
☐ Social media / online
☐ Travel / accommodation
☐ Other location or activity: _____

Event / match / meeting name	
Exact location / online platform	



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

6

DETAILED COMPLAINT PARTICULARS

IMPORTANT: Give separate particulars for each significant occurrence or allegation. Attach an additional complaint particulars page if needed. Identify words or actions as accurately as possible and distinguish what you observed from what someone told you.

Occurrence / allegation number	1 of _____
Date / time	
Location / activity	
People present	

What was said or done?

What happened immediately before and after?

How do you know this information?

☐ I directly saw / heard / experienced it ☐ Someone told me ☐ Document / recording ☐ Other

If someone told you, identify that person and when:

7

ADDITIONAL COMPLAINT PARTICULARS

☐ Attached: _____ additional complaint page(s) ☐ No additional pages



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

8

TYPE OF CONDUCT ALLEGED — SELECT ALL THAT MAY APPLY

- ☐ Bullying — repeated unreasonable behaviour creating a risk to health and safety
- ☐ Harassment — unwelcome offensive, abusive, belittling, humiliating, intimidating or threatening behaviour
- ☐ Sexual harassment or sexual misconduct
- ☐ Discrimination or vilification connected with a protected characteristic
- ☐ Victimisation or retaliation because a person made, supported or participated in a complaint
- ☐ Threats, violence, stalking, abuse, hazing or intimidation
- ☐ Child safeguarding concern, grooming or abuse
- ☐ Firearms, range or immediate safety concern
- ☐ Cyberbullying, social-media misuse or unauthorised disclosure of sensitive information
- ☐ Breach of the Constitution, Club Rules, Code of Conduct or integrity policy
- ☐ Other conduct: _____

ANTI-BULLYING GUIDE: Reasonable management, governance, coaching, selection, performance, safety or disciplinary action carried out reasonably is not bullying. A single occurrence may still be harassment, discrimination, sexual misconduct, a safety breach or another policy violation.

9

PATTERN, POWER AND PROTECTED CHARACTERISTICS

- ☐ Conduct was repeated ☐ Misuse of authority / power imbalance ☐ Group behaviour
- ☐ Conduct involved disability ☐ race / nationality ☐ sex ☐ age ☐ sexual orientation ☐ religion
- ☐ Other protected characteristic or relevant factor: _____

Explain the pattern, power imbalance or protected characteristic:

10

IMPACT AND IMMEDIATE RISK

- ☐ Physical safety ☐ Psychological health ☐ Firearms / range safety ☐ Child or vulnerable person
- ☐ Attendance / participation ☐ Reputation / privacy ☐ Employment / volunteering ☐ Other

Describe the impact or current risk:



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

11 IMMEDIATE ACTION, SUPPORT AND REQUESTED SAFEGUARDS

- ☐ Medical / counselling support sought
 ☐ Safety plan requested
 ☐ No-contact arrangement requested
☐ Roster / access separation requested
 ☐ Support person requested
 ☐ Other interim measure

Action already taken and response received:

Immediate or interim measures requested (these are not findings or sanctions):

12 WITNESSES

Name	Contact details	What they may know

13 DOCUMENTS AND OTHER EVIDENCE

Item / file	What it shows	Date / source

- ☐ Copies attached
 ☐ Originals retained safely
 ☐ Electronic files preserved without alteration

EVIDENCE: Do not obtain evidence unlawfully, access another person's account, publish complaint material, or create a new safety risk. Preserve relevant messages, emails, photographs, video, complaint or occurrence logs and metadata in their original form.

14 EXTERNAL OR PRIOR REPORTS

- ☐ NSW Police / emergency service
 ☐ Child-protection authority
 ☐ SafeWork NSW / Fair Work
☐ Sport Integrity Australia
 ☐ Shooting Australia integrity channel
 ☐ NSWAPA
 ☐ Insurer
☐ Other club / association / authority: _____

Date / reference number	
Contact person / outcome to date	



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

15**OUTCOME SOUGHT AND COMPLAINANT DECLARATION**

- ☐ Safety action ☐ Behaviour to stop ☐ Apology / acknowledgement ☐ Informal resolution if safe
☐ Formal investigation ☐ Disciplinary consideration ☐ Policy / training / systemic improvement
☐ External referral ☐ Other: _____

What outcome or practical change are you seeking?

Anything else the Club should know?

PROCESS: The requested outcome will be considered but cannot determine jurisdiction, findings or sanction. Serious complaints will not require confrontation or mediation as a condition of assessment.

- ☐ The information I have provided is true and complete to the best of my knowledge.
☐ I have distinguished facts I observed from information provided by others.
☐ I will preserve relevant evidence and notify the Club if circumstances or safety risks change.
☐ I understand the Club cannot promise absolute confidentiality and may share information where reasonably necessary for safety, law, insurance, referral or procedural fairness.
☐ I understand that a complaint not substantiated is not necessarily false or malicious; knowingly false, deliberately misleading or malicious information may itself be dealt with fairly under applicable rules.

**Complainant
signature**

Printed name

Date

___ / ___ / ___

16**AUTHORISATION TO COMMUNICATE**

- ☐ The Club may contact me for clarification and provide procedural updates using my preferred contact method.
☐ The Club may contact the witnesses listed, subject to its jurisdiction and safety assessment.
☐ The Club may refer relevant information to an external body where required or appropriate. I understand consent may not be required for a mandatory or safety-related report.



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

17**RECEIPT AND IMMEDIATE SAFETY TRIAGE — OFFICE USE ONLY**

Date / time received	
Received by / position	
Complaint reference	
Acknowledged date / method	
Secure record location	

- ☐ Immediate danger / emergency response required ☐ Yes ☐ No ☐ N/A
☐ Firearms or range safety notification required ☐ Yes ☐ No ☐ N/A
☐ Child safeguarding or mandatory report consideration ☐ Yes ☐ No ☐ N/A
☐ Medical / psychological support information offered ☐ Yes ☐ No ☐ N/A
☐ Evidence-preservation action required ☐ Yes ☐ No ☐ N/A
☐ Interim no-contact, access or safety measure considered ☐ Yes ☐ No ☐ N/A

18**CONFLICT AND JURISDICTION ASSESSMENT**

Recipient / decision-maker conflict identified	☐ No ☐ Yes — referred to: _____
Club Constitution clauses 13–15 pathway	☐ Applies ☐ Does not apply ☐ Further assessment
Newtec anti-bullying / Code of Conduct	☐ Applies ☐ Does not apply ☐ Further assessment
Shooting Australia National Integrity Framework	☐ Possible referral ☐ Club pathway ☐ Not applicable
Sport Integrity Australia reporting jurisdiction	☐ Possible ☐ Referred ☐ Not applicable
NSWAPA Disciplinary Policy / rules	☐ Possible referral ☐ Referred ☐ Not applicable
Workplace / WHS jurisdiction	☐ Possible referral ☐ Referred ☐ Not applicable
Police / child protection / firearms authority	☐ Mandatory or safety referral ☐ Not indicated

Jurisdiction decision and reasons:

ROUTING: The Club must not obstruct an external report. A referral does not automatically end any lawful Club safety or constitutional responsibility, but duplicate processes should be coordinated to protect fairness and evidence.



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

19**INITIAL ASSESSMENT AND PATHWAY — OFFICE USE ONLY**

- ☐ Sufficient particulars received ☐ Yes ☐ No ☐ N/A
☐ Complaint appears within scope ☐ Yes ☐ No ☐ N/A
☐ Further information requested ☐ Yes ☐ No ☐ N/A
☐ Trivial / vexatious / misconceived / unsupported issue considered ☐ Yes ☐ No ☐ N/A
☐ Informal resolution is voluntary, safe and appropriate ☐ Yes ☐ No ☐ N/A
☐ Formal complaint / disciplinary assessment required ☐ Yes ☐ No ☐ N/A
☐ Independent investigator or disciplinary subcommittee considered ☐ Yes ☐ No ☐ N/A
☐ Interim safety measure is necessary, proportionate and documented ☐ Yes ☐ No ☐ N/A

Pathway selected	☐ No further action ☐ Informal ☐ Formal ☐ External referral ☐ Other
Responsible officer / investigator	
Target review date	
Complainant notified	___ / ___ / ___
Respondent notice issued (if applicable)	___ / ___ / ___
Response due (minimum constitutional period)	___ / ___ / ___

20**PROCEDURAL FAIRNESS AND RECORD CONTROLS**

- ☐ Respondent given written allegations, sufficient particulars and possible outcomes ☐ Completed ☐ N/A
☐ At least 14 days allowed for written response under Constitution clause 14 ☐ Completed ☐ N/A
☐ Relevant evidence and response considered by impartial decision-maker ☐ Completed ☐ N/A
☐ Decision, reasons and any appeal rights communicated as required ☐ Completed ☐ N/A
☐ Confidential records access-restricted and separated from general communications ☐ Completed ☐ N/A
☐ Victimization risk and compliance with interim measures monitored ☐ Completed ☐ N/A

21**AUTHORITY AND REFERENCE GUIDE**

Use this form with the registered Newtec Constitution and current policies. It records a complaint; it does not itself establish facts, liability, jurisdiction or disciplinary outcome.

Newtec	Constitution clauses 13–15; Code of Conduct and Anti-Bullying, Harassment & Victimisation Policy; conflict and confidentiality policies.
NSW law	Associations Incorporation Act 2009, sections 25–26 and Schedule 1 items 5–6; applicable Regulation, criminal, child-protection, discrimination, privacy, WHS and firearms requirements.
Shooting Australia	National Integrity Framework Member Protection Policy and Complaints, Disputes and Discipline Policy, with current integrity routing guidance.
NSWAPA	Disciplinary Policy adopted 26 October 2024 and current Constitution, rules and policies, where NSWAPA has jurisdiction.
Priority	Law, mandatory reporting and the registered Club Constitution prevail. External policies apply only within their jurisdiction.

DOCUMENT CONTROL: Before issue, the Committee should confirm the current versions and contact pathways published by Shooting Australia, Sport Integrity Australia and NSWAPA, insert the Club's submission address, and obtain legal advice for serious or complex matters.

FORM CONTROL • Version 2026.1 • Approved by/date: _____ • Review due: _____

Submit securely to: _____



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

AUTHORITATIVE DOCUMENT CONTROL RECORD

Document reference	NPC-CMP-FRM-001
Adopted	24/06/2026
Enacted / effective	24/07/2026
Minute reference	july26meeting
Owner	Public Officer/Secretary
Next review	01/10/2027
Status	APPROVED AND CURRENT - REVIEW/UPDATE SCHEDULED (NOT FOR WITHDRAWAL)

Control note: This authoritative record replaces all earlier non-current control labels in this file. The document is approved and current, and is scheduled for review and updating, not withdrawal.



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

AUTHORITATIVE DOCUMENT CONTROL RECORD

Document reference	NPC-CMP-FRM-001
Adopted	24/06/2026
Enacted / effective	24/07/2026
Minute reference	july26meeting
Owner	Public Officer/Secretary
Next review	01/10/2027
Status	APPROVED AND CURRENT - REVIEW/UPDATE SCHEDULED (NOT FOR WITHDRAWAL)

Control note: This authoritative record replaces all earlier non-current control labels in this file. The document is approved and current, and is scheduled for review and updating, not withdrawal.



NEWTEC PISTOL CLUB INCORPORATED COMPLAINTS

AUTHORITATIVE DOCUMENT CONTROL RECORD

Document reference	NPC-CMP-FRM-001
Adopted	24/06/2026
Enacted / effective	24/07/2026
Minute reference	july26meeting
Owner	Public Officer/Secretary
Next review	01/10/2027 - review and update
Status	APPROVED AND CURRENT - REVIEW/UPDATE SCHEDULED (NOT FOR WITHDRAWAL)

Control note: This authoritative record replaces all earlier non-current control labels in this file. The document is approved and current, and is scheduled for review and updating, not withdrawal.