

REPORT / COMPLAINT Levels

CATEGORY 1: BLUE – LOW

Minor allegations, mostly (although not always) involve a mistake, misunderstanding, or an absence of intent to harm. Resolution measures may include: Awareness & re-education of policies, formal warning/reprimand &/or an apology.



CATEGORY 2: AMBER– MEDIUM

May involve the risk of moderate or reasonable harm, or repeated, more severe or more complex Category 1 allegations. Resolution measures may include: Formal mediation, restricted duties, supervision oversight, education or suspension.



CATEGORY 3: RED – HIGH

Matters may involve criminal behaviour, child safety and / or immediate risk of harm or more severe Category 1 or 2 allegations.

Must be reported as mandated.

Provisional safety plans may be imposed as appropriate.

In immediate danger call 000,
Contact a PPA or the MPIO at your Club immediately,
Participate in any early intervention offered,
Set reasonable flexible expectations for a resolution.

Use the
[Complaints Handling Guideline](#),
for more examples.
Scan the QR Code



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