

IQA Events Complaints Policy

The following policy outlines the procedures for submitting a complaint against a team or player.

This policy is not intended to overrule Head Referee decisions, but to ensure valid complaints are upheld when presented to the tournament committee in terms of incorrect rule application, gross player misconduct, or egregious misbehaviour.

Any complaints made will be reviewed and adjudicated by the onsite tournament committee.

This policy is not a pathway or procedure to appeal game results and any post-match decision. This procedure will not retroactively change the outcome of a match.

Complaints Process

Should players or team staff feel that a serious incident or misconduct has occurred AND that the match officials have failed to officiate and adequately resolve the situation, team staff are able to submit a formal complaint and request a review if ALL of the following are true.

1. *The incident took place at and IQA Event AND*
2. *The incident was submitted within two hours of it taking place AND*
3. *The incident took place during an active match between players and/or team staff AND*
4. *The incident was missed or entirely mismanaged by the match officials when it took place AND*
5. *It deals with one or more of the following*
 - a. *Gross misconduct*
 - b. *Physical assault*
 - c. *Racism*
 - d. *Sexism*
 - e. *Transphobia*
 - f. *Physical, verbal, or sexual abuse*
 - g. *Flagrant and objective cheating*

Upon receiving the complaint, the tournament committee will review any associated evidence.

If available, video and photographic evidence will be considered when making a complaint. Evidence can only be supplied from official sources such as the IQA livestream.

Based on the evidence, the tournament committee will determine if this warrants further investigation. They will then discuss with any involved parties, including match officials, team staff.

From here the tournament committee will review the incident and apply any sanctions they deem appropriate, up to and including tournament bans or forfeitures in extreme circumstances.

Procedure

The team hub will have a google form for submitting complaints. The speaking captain must submit the form on behalf of the team, and the committee will immediately action.