

TITLE:	Officials Feedback
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DRAFTED BY:	Greg Dixon
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National Officiating Program
and the
National Equipment Auditing Scheme

Australian Sailing Officials Feedback

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1 Executive Summary

The purpose of this policy is to provide an accessible pathway for the sailing community to submit feedback specific to official's performance and conduct related to the National Officiating Program (NOP) and the National Equipment Auditing Scheme (NEAS).

Primarily Australian Sailing (AS) will be collecting information in the form of reports at events from all NOP and NEAS stakeholders (competitors, students, event organisers, officials and delegates) that relates to satisfaction with communication, responsiveness and professionalism across Officiating. AS will collect information from these stakeholders and this may be viewed in conjunction with related feedback received from senior officials.

Officiating has many facets that can benefit from the effective collection and prompt processing of stakeholder feedback. The reporting of misconduct within officiating is an example of a single facet whereby issues of a serious nature will be submitted to and dealt with in a timely fashion by AS.

1.1 The Need for Feedback

Feedback is an essential ingredient of continuous improvement within the NOP and NEAS. For feedback to be useful it must be simple to use and demonstrate, at a glance, the areas that are requiring improvement or are particularly strong. If an event or seminar were to show a particularly low or high level of satisfaction, then it would be appropriate to inquire why this is so. Australian Sailing can then learn and raise the level of officiating further by reviewing relevant policies and resources then tailoring training and communications to all officials. The official's feedback forms are essentially reports on an event and can be used in conjunction with evaluating results from satisfaction surveys or as an input into an investigation of alleged official misconduct.

2 Officials Training Feedback

2.1 Participant Feedback

- 2.1.1 Participants that attend AS officials seminars are invited to provide feedback through an [NOP](#) or [NEAS electronic survey](#) distributed after the course. The survey asks participants to respond to several statements indicating their satisfaction with elements of a course. A sample of the questions that may be included are:

Question
Did the training meet your expectations?
Did the training presentation material and resources meet your expectations?
Did the presenter meet your expectations?
Did the learning environment meet your expectations?
Was the course registration process simple to follow?
Did you receive sufficient information prior to the start of the training?
Would you recommend this course to a friend?
After completing this training, how interested are you to progress further with your officiating?
How did you find out about this course?
Are you... Male or Female
Please indicate your age group
Did you find the course value for money?

2.2 Officials Presenter Feedback

- 2.2.1 Training presenters can deliver feedback on the way a course was developed and run through directly emailing the organising Club Services Officer (Available through the AS website's [Staff contacts list](#)).
- 2.2.2 Training materials requiring change are reported through the [Materials Change Log](#) and emailed to officials@sailing.org.au .

3 Accreditation and Re-accreditation Application Feedback

3.1 Maintaining Officials Qualifications

Australian Sailing will communicate:

- 3.1.1 Any updates to its Officials policies.
- 3.1.2 Any ongoing information required for the maintenance of a successful accreditation application.

3.2 Unsuccessful Application Feedback

- 3.2.1 Official's applications for accreditation, re-accreditation, or Recognition of Prior Learning that have been denied approval by AS will be accompanied by written feedback to the applicant. Guidance on meeting all facets of the AS accreditation, re-accreditation or Recognition of Prior Learning requirements will be supplied by AS to the applicant promptly after the application is processed.

3.3 Appealing an Unsuccessful Application

- 3.3.1 An official may appeal against:
- A decision that affects an initial appointment.
 - A decision not to renew an appointment.
 - A termination of an appointment.

- 3.3.2 Appeals relating to accreditation shall be made in writing to AS (emailed to officials@sailing.org.au), whose decision shall be final.
- 3.3.3 When handling an accreditation appeal, AS shall refer to an independent and qualified panel composed of at least one AS representative and two AS qualified National or International level race officials, in the same discipline as the applicant.
- 3.3.4 Australian Sailing shall inform the appellant in writing of the panel's findings and result.

4 Event Feedback

Official's performance feedback templates will be made available via the AS Website which contains [Race Management Event Feedback forms](#) and [Race Officials Performance Assessment forms](#). The purpose of these forms is to assist officials at events to develop new techniques and recognise any learning points.

If an official does not meet requirements of an Officials Performance Assessment, constructive feedback and an action plan will be provided by the assessor.

5 Officials Performance Regulation

Australian Sailing regulates the performance of its accredited officials, and any person acting in an official's role at an affiliated Club, Yachting or Class Association event.

Meeting AS accreditation requirements, adhering to the Officials Code of Conduct, upholding organisation values and collecting event reports, form a means to regulating officials' performance.

5.1 Complaints Against Officials

Each specific official's accreditation policy clearly outlines the process for handling accreditation complaints and appeals. The following is to clarify the process of disciplinary complaints and appeals.

- 5.1.1 When an official's conduct or competence does not meet the standard required of that level of official, any person (a complainant) may report a complaint about a person, people or organisation (respondent) whose bound by the Australian Sailing Member Protection Policy.
- 5.1.2 The lowest level at which a matter can be dealt with shall always be preferred when safe, reasonable and appropriate. Therefore, if a complaint relates to conduct, performance or an incident that:
- a) Occurred at the club or class level or involves people operating at the club or class level, then the complaint should be reported to and handled by the relevant club in the first instance.
 - b) Isn't able to be handled by a club, is considered a serious case, the matter occurred at a national event, or for any other reason, then the matter is to be referred to an Australian Sailing Member Protection Information Officer (MPIO).
- 5.1.3 Individuals and organisations can also make complaints to external organisations under anti-discrimination, child protection and other relevant laws.

5.2 Action by Australian Sailing Upon Receipt of a Complaint

- 5.2.1 Australian Sailing will endeavour to process all complaints on a confidential basis and within fourteen days of being received. All processing to follow will be completed in a timely manner.
- 5.2.2 AS shall follow the procedure in its [Member Protection Policy](#) - Part A(7) and Part D when:
- a) Upon receipt of a complaint about any official's performance or conduct in any official role (other than specific performance assessment, or a lead official's event report),
 - b) A series of informal complaints against an official have been recorded, commenting on the same or similar problems, AS may submit a formal complaint identifying all instances of alleged misconduct or incompetence.

5.3 Submitting and Processing Complaints

- 5.3.1 An individual or organisation shall submit a complaint in accordance with the Australian Sailing Member Protection Policy; Attachment D1 - Complaints Procedure.
- 5.3.2 All complaints should be reported to a Member Protection Information Officer (MPIO) who can:
- a) Be found through your club or by [contacting an AS Club Services Officer](#).
 - b) Assist you with processing an informal or formal complaint.
 - c) Offer confidential guidance and support if you are not sure how to handle the problem by yourself,
 - d) Inform the relevant government authorities and/or police, if required by law to do so.
- 5.3.3 The MPIO will refer all formal complaints to the Australian Sailing CEO (or CEO delegates).
- 5.3.4 After receiving a formal complaint, and based on the material provided to AS, the CEO (or CEO delegates) will decide whether:
- He or she is the most appropriate person to receive and handle the complaint;
 - The nature and seriousness of the complaint requires a formal resolution procedure;
 - To refer the complaint to **mediation**;
 - To appoint a person to **investigate** the complaint;
 - To refer the complaint to a **tribunal hearing**;
 - To refer the matter to the police or other appropriate authority; and/or
 - To implement any interim arrangements that will apply until the complaint process is completed.
- 5.3.5 Australian Sailing shall inform the complainant and respondent in writing of an investigation result and whether a hearing is to be held.

5.4 Disciplinary Measures

Subject to contractual and employment requirements, if a Tribunal finds that an individual has poorly performed or committed any breach of the Member Protection Policy, one or more of the following forms of discipline may be imposed:

- 5.4.1 A direction that the individual makes a verbal and/or written apology;
- 5.4.2 A written warning;
- 5.4.3 A direction that the individual attend counselling to address their behaviour;
- 5.4.4 A withdrawal of any awards, scholarships, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by Australian Sailing and its State Associations;
- 5.4.5 A demotion or transfer of the individual to another location, role or activity;
- 5.4.6 A suspension of the individual's membership or participation or engagement in a role or activity;
- 5.4.7 Termination of the individual's membership, appointment or engagement;
- 5.4.8 A recommendation that the Australian Sailing terminate the individual's membership, appointment or engagement;
- 5.4.9 A direction that the relevant organisation de-register the accreditation of the official for a period of time or permanently;
- 5.4.10 A fine;
- 5.4.11 Any other form of discipline that Australian Sailing considers appropriate (that can include but is not limited to.
- Recommend mentoring prior to being reinstated.
 - Direct that the official shall be supervised when attending an event;

- Direct that the official shall complete officiating theory training in a specified discipline before attending further events in their officiating capacity.
- Direct that the official pass a new performance assessment or exam in the discipline concerned.

5.4.12 In the case of an international official, Australian Sailing shall report any penalty above a warning to World Sailing.