

Lochac Issue Resolution Procedure

Reporting an Issue

An issue is identified that relates to:

- Hazards that present, or are likely to present, an unacceptable risk of injury or illness.
- Incidents, including near misses, that did, or were likely to cause harm.
- Concerning, inappropriate or unwanted behaviours, including patterns of behaviour, from another person.
- Unreasonable requirements or expectations placed on a participant by the Society.
- Failure of an officer to fulfil the requirements of their office.

Type of issue	Who to notify	How to notify
An immediate risk to life	Emergency Services	'000' – Australian events '111' – New Zealand events
Where there is believed to be criminal conduct	Police	Crime Stoppers
Issues arising during participation in specific SCA related activities	Person Supervising an SCA related Activity	Verbally
Issues relating to participation during an SCA event	Event Steward	Verbally
Issues relating to activity on SCA related social media	Lochac Social Media Officer	media@lochac.sca.org
Issues relating to the conduct of an officer or a member of the SCA	Group Seneschal, Greater Kingdom Officer, or Kingdom Seneschal	seneschal.lochac.sca.org/contacts
Complaints relating to the conduct of either the Kingdom Seneschal or Crown	The Board of SCA Ltd and/or the Committee of SCANZ	AU: sca.org.au/board NZ: ca.org.nz/committee

Preliminary investigation to determine if:

1. There is an unacceptable risk to any person's health and safety and, where appropriate, activities could be adjusted to eliminate or else reduce the risk so far as is reasonably practicable.
2. The conduct of a participant at an event, on the balance of probabilities, has or is likely to have breached the [code of conduct](#) and, if so, to take proportionate and appropriate actions within their authority to mitigate any further risk in a fair, efficient, and effective manner.

Is further action warranted?

No → All parties notified

Yes

Were sanctions required?

No → Actions taken and Matter resolved

Yes

Officer imposes administrative sanctions within their area of authority including:

1. Suspension of office
2. Suspension of financial access
3. Suspension from a specified activity
4. Temporary suspension from participation

Sanctioned party notified

Appeal process if requested

Matter that may result in revocation and denial of membership

Board/Committee Decision

Is there an emergency situation?

Yes

Enact Emergency Plan

Responding to an issue