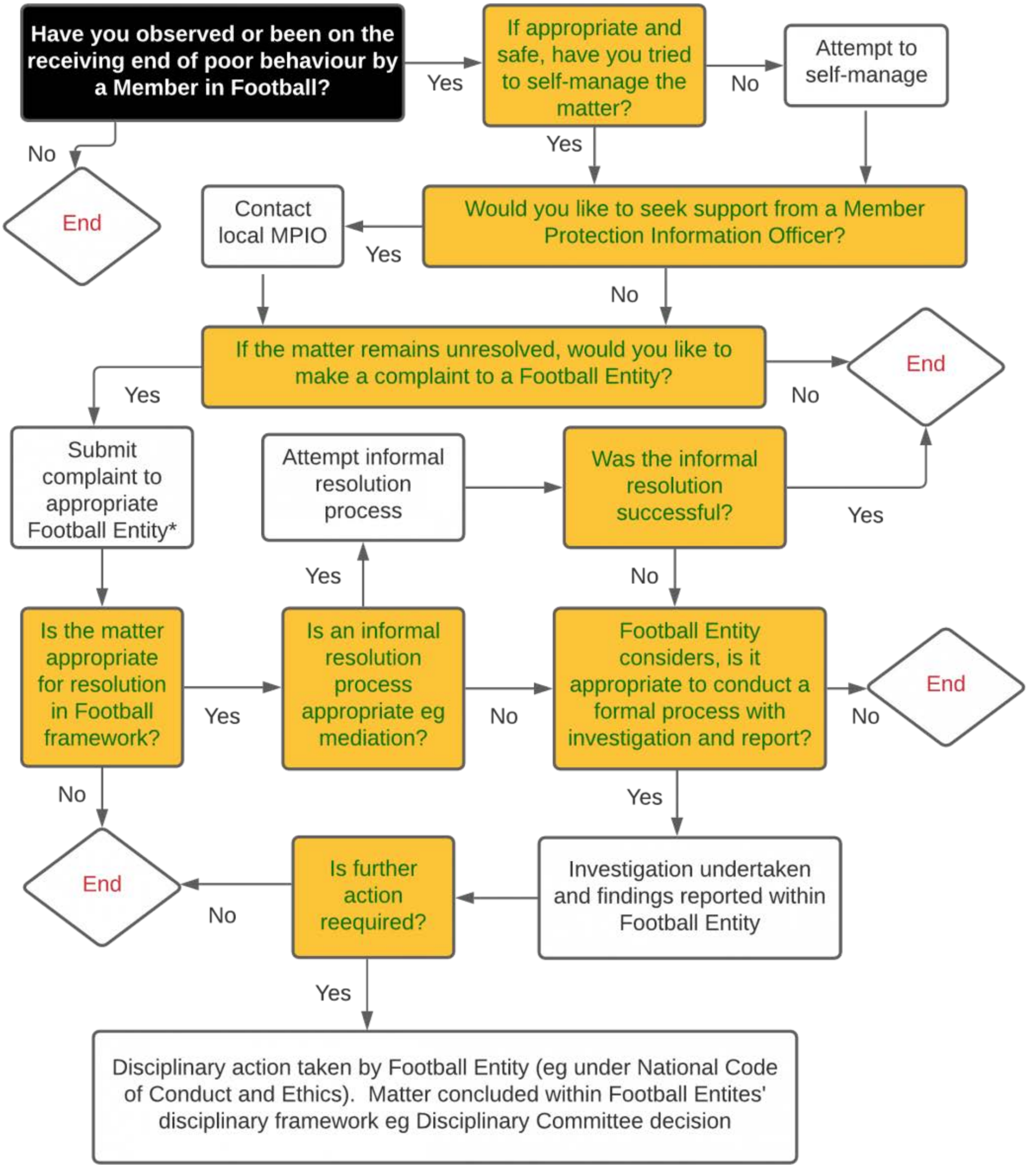
Have you observed or been on the receiving end of poor behaviour by a Member in Football?
Yes
If appropriate and safe, have you tried to self-manage the matter?
No
Attempt to self-manage
No
End
Yes
Would you like to seek support from a Member Protection Information Officer?
Yes
Contact local MPIO
No
If the matter remains unresolved, would you like to make a complaint to a Football Entity?
No
End
Yes
Submit complaint to appropriate Football Entity*
Attempt informal resolution process
Was the informal resolution successful?
Yes
Yes
No
Is the matter appropriate for resolution in Football framework?
Yes
Is an informal resolution process appropriate eg mediation?
No
Football Entity considers, is it appropriate to conduct a formal process with investigation and report?
No
End
No
Yes
End
No
Is further action reequired?
Investigation undertaken and findings reported within Football Entity
Yes
Disciplinary action taken by Football Entity (eg under National Code of Conduct and Ethics). Matter concluded within Football Entites' disciplinary framework eg Disciplinary Committee decision