



## 2.1.6. Member Protection Information Officer

### ABOUT THE ROLE

The Member Protection Information Officer (MPIO) is the first point of call at the club for any enquiries, concerns or complaints about harassment and abuse.

The MPIO provides confidential information and moral support to the person with the concern in accordance with the Member Protection Policy.

The MPIO is responsible to the club's Executive Committee and club members.

The main responsibilities include:

- Listen to complaints and concerns in accordance with the Member Protection Policy.
- Raise all complaints and concerns to the Executive Committee as soon as they arise.
- Provide support for all complainants.
- Provide information and options for complainants (not advice).
- Keep up to date with information on harassment, discrimination, and other forms of inappropriate behaviour.
- Advise the Executive Committee of any changes required to the Member Protection Policy
- Be accessible and approachable to all.
- Mediate complaints at a formal and informal level.
- Maintain confidentiality for all club members.
- Provide relevant persons with the appropriate reports/documentation resulting from hearings.
- Carry out unbiased investigations and make reasonable recommendations.