MBI Complaint Handling Decision Tree

STEP 1 — INCIDENT, COMPLAINT OR CONCERN RAISED
Is the matter an emergency or immediate safety risk?
NO ▼

YES ▶
Call emergency services, ensure safety, notify MBI
→ Proceed to Step 2

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STEP 2 — DOCUMENT THE MATTER
Ensure Complaints & Feedback Form is submitted (via QR Code / Online)

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STEP 3 — ACKNOWLEDGE RECEIPT (within 2 business days)
Email / text to acknowledge receipt of complaint

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STEP 4 — JURISDICTION CHECK
Is the matter within MBI's jurisdiction?
YES ▼

NO ▶
Refer to appropriate authority & advise party of referral
Continue investigation? → Proceed to Step 5
Close internal process? → Proceed to Step 13

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STEP 5 — CLASSIFY THE MATTER
Minor Concern · Code of Conduct · Incident · Integrity Concern · Child Safety

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STEP 6 — INTERIM MEASURES ASSESSMENT
Is there an ongoing safety risk requiring interim protective measures?
NO ▼

YES ▶
Apply protective measures, record & report to GM
→ Proceed to Step 7

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STEP 7 — TIER ASSESSMENT
Is this a minor/moderate matter that can be resolved by the Operational Team?
NO ▼

YES ▶
TIER 1 OPERATIONAL RESOLUTION
Gather evidence, consult parties, reach an outcome
→ Proceed to Step 11

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STEP 8 — FORMAL INVESTIGATION (within 14 business days)
- Collect witness statements & review CCTV / Glory League footage
- Formally notify all involved parties & provide an opportunity to respond

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STEP 9 — TRIBUNAL THRESHOLD ASSESSMENT
Does the matter meet tribunal threshold?

YES ▶
STEP 10 - TRIBUNAL
Appoint independent panel (72 hours notice)
→ Proceed to Step 11

NO ▶
TIER 2 EXECUTIVE DETERMINATION
Exec determines outcome
→ Proceed to Step 11

STEP 11 — ISSUE OUTCOME LETTER (within 2 business days)
- Written outcome letter issued to all parties
- Advise parties of right of appeal & applicable timeframe

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STEP 12 — APPEALS
Has an appeal been lodged correctly & within the required timeframe?

YES ▶
CONVENE APPEAL PANEL
Conduct review, notify parties of final decision
→ Proceed to Step 13

NO ▶
CLOSE MATTER
→ Proceed to Step 13

STEP 13 — RECORD & ARCHIVE
- Archive all documentation to MBI OneDrive
- Record sanctions, findings & outcomes (while maintaining confidentiality)