

Young Amateur Swimming Club

Member Protection

Information Officer (MPIO)



Member Protection Information Officers (MPIOs) are people trained to be the first point of contact within sporting organisations for any person considering making a complaint. MPIOs provide confidential, impartial and timely information and support. They act as a sounding board and provide information about the local complaint resolution options available to address the individual's concerns. MPIO's may also be called up to provide advice to club administrators or complaint handlers. MPIOs are not advocates but they may elect to accompany complainants, if requested, to talk with someone else.

What DO Member Protection Information Officers do?

- ✓ Listen
- ✓ Act as an impartial support person
- ✓ Provide information about discrimination, harassment and child abuse
- ✓ Provide information about options available to resolve the complaint
- ✓ Provide information about relevant laws and the right to complain externally
- ✓ Discuss possible strategies the individual can use to deal directly with the other person
- ✓ Provide contact details for counselling or other referrals as appropriate or as requested

What DON'T Member Protection Information Officers do?

- Advocate
- Take sides or judge
- Give advice
- Intervene
- Investigate
- Breach confidentiality

What qualities should an MPIO possess?

- A commitment to the principles of fair, safe and inclusive sport
- An understanding and demonstrated commitment to the organisation's values
- An ability to provide confidential information about a range of sensitive issues
- A knowledge of a variety of conflict resolution options and the procedures available to members
- Personal integrity with the ability to treat individuals and their circumstances with respect and sensitivity

If you have any concerns, please contact Michelle Madden YASC MPIO or email mpio.youngswimmingclub@gmail.com