

Complaints Policy

Wellington Ice Hockey Association (WIHA) knows everyone involved in the sport is here because of a shared passion for ice hockey and care for the people involved.

All members of WIHA agree to the **code of conduct** when they sign up as a member. **Safety of all players, both physically and psychologically, is essential to enable everyone to enjoy the sport we all love.**

When problems sometimes arise, this policy sets out the steps to raise concerns/complaints.

Who can make a complaint?

Complaints can be made by or about anyone involved in WIHA. This includes: volunteers, participants, supporters, club members, employees, service providers, and families/whānau of participants.

What can complaints be about?

Complaints may be made about things such as actions or decisions of members or officials, processes not being managed well (or at all), disagreements between members, unprofessional or upsetting behaviour, or delays or failure to communicate about matters affecting a person.

Complaints may involve:

- organisation management issues
- conflicts of interest (including favouritism)
- off-ice unsporting behaviour
- disrespectful behaviour
- bullying
- sexual harassment
- discrimination
- abuse of power
- health and safety risks
- offensive/insulting language or behaviour.

This complaints process does not to real-time in game decisions. These will be assessed under the penalties process in accordance with the IIHF Rulebook.

If you are unsure whether the Complaints Policy and Process applies to your situation, the WIHA Secretary can assist you.

Guidance and support can also be sought from the Sport and Recreation Complaints and Mediation Service (“SRCMS”).¹ The SRCMS is an impartial organisation independent of WIHA

Informal resolution first

People are encouraged where possible to raise concerns directly with the person who has behaved in a way causing concern.

It can be helpful to discuss the issue with a trusted friend or family member for another point of view and support before raising the concern directly with the person.

Self-managed informal resolution needs to be approached respectfully. The parties involved should have a chance to be heard and feel safe to be able to say what they want to say, keeping in mind the need to find ways to resolve issues and be able to work with one another in future. It is open to any party to have a support person involved. A support person might assist, for example, in raising the complaint with the person initially or joining a conversation between the parties.

If self-managed informal resolution has not resolved the issue, it should next be raised with: A member of the WIHA Board, who, in consultation with those involved, will suggest a process to try to resolve it, which may involve facilitating a meeting to reach a resolution.

Formal complaints

Formal complaints should be made in writing, as soon as possible after the event(s). **If you can, please use the Complaints Form and email it to the WIHA Secretary Secretary@wiha.nz, who will acknowledge receipt as soon as possible.**

- Depending on the nature of the complaint, **the Secretary** may need to consult other Board members, to decide on the best course to address the complaint, and agree the appropriate decision making process/elect the appropriate decision maker.
- The **Secretary** will also need to contact the person that was complained about. Complaints will be raised with the person complained about in a way that preserves the dignity and mana of that person, their whānau and their wider community.
- The Secretary, or other elected Board member, will provide the complainant and the person complained of, with an overview of the structure of the process, the identity of the decision maker(s) and expected timeframe.
- The Secretary, or other elected Board member, will try to schedule these meetings as soon as possible and ideally within four weeks of the complaint being received.
- WIHA may ask the complainant and any other relevant people, including the person complained of, to give further information.
- The decision maker will usually meet separately with the person making the complaint and the person complained about. These meetings will be at a time and place and will be run according to a protocol/agenda that suits everyone, to the extent possible. People may be accompanied by chosen family/whānau and/or other support people.

If the complainant is not willing to have their complaint or identity shared with the person complained about, WIHA will advise that the complaint may not be capable of resolution to the complainant's satisfaction. In these circumstances, WIHA will suggest referral of the complaint to the SRCMS to act as an intermediary.

WIHA may seek guidance from the SRCMS/NZIHf - without breaching any confidences agreed with the complainant - on the most appropriate complaints resolution process in the circumstances.

Note on under 18s

If the complainant is under 18, WIHA will generally encourage the complainant to notify their parent/guardian and have a parent/guardian involved in the complaint resolution process.

If the person complained of is under 18, their parent/ guardian must be notified and must be present at any discussion about the complaint.

Decisions

Decisions should be made in a careful, reasoned way that is justified on the facts and is consistent with any rules that apply. The decision-maker will make their findings on the balance of probabilities.

The decision will be recorded in writing and state, in plain language,:

- the issue
- any applicable policy or rule
- the process followed
- the decision (complaint upheld or not upheld)
- the facts and any evidence relied on, including any submissions or explanations by anyone involved
- the reason for the decision
- any penalty or outcome on any party

Decisions may result in a penalty or a suspension, or other sanction. Decisions can be appealed via the tribunal process.

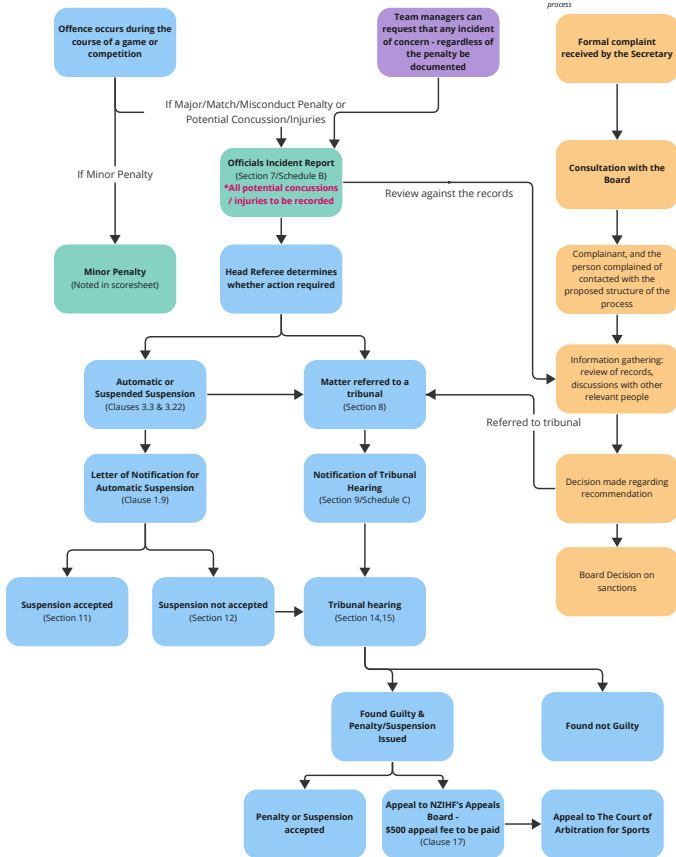
In-play and Out-of Play Offences/Complaints

In-play offences

Generally, it is the game officials role to record incidents, but the Team Managers can request an incident report be completed if they have a concern

Out-of-play offences/complaints

These will be directed to the Secretary and are subject to their own procedures/disciplinary process



APPENDIX 8

Complaints Form

Contact details:

Phone:

Email:

Address:

Affiliation (Club/Organisation):

Regional Sports Organisation:

National Sports Organisation:

National Recreation Organisation:

Age: Under 18 18 Years or over**If you are making a complaint for someone else:**

Name of person complaining on behalf of:

Contact details of person complaining on behalf of:

Complainant's role/status (highlight which applies):

- | | | | |
|---|--|---|--|
| <input type="checkbox"/> Participant | <input type="checkbox"/> Coach/Assistant Coach | <input type="checkbox"/> Manager | <input type="checkbox"/> Employee (paid) |
| <input type="checkbox"/> Administrator (volunteer) | <input type="checkbox"/> Administrator (volunteer) | <input type="checkbox"/> Official | |
| <input type="checkbox"/> Other volunteer – provide details: | | | |
| <input type="checkbox"/> Parent | <input type="checkbox"/> Supporter | <input type="checkbox"/> Support person | |
| <input type="checkbox"/> Other – provide details: | | | |

Details of person complained about:

Name:

Club/Organisation:

Regional Sports Organisation:

National Sports Organisation:

Age: Under 18 18 Years or over**Complainant's role/status (highlight which applies):**

- | | | | |
|---|--|---|--|
| <input type="checkbox"/> Athlete | <input type="checkbox"/> Coach/Assistant Coach | <input type="checkbox"/> Manager | <input type="checkbox"/> Employee (paid) |
| <input type="checkbox"/> Administrator (volunteer) | <input type="checkbox"/> Official | | |
| <input type="checkbox"/> Other volunteer – provide details: | | | |
| <input type="checkbox"/> Parent | <input type="checkbox"/> Spectator | <input type="checkbox"/> Support person | |
| <input type="checkbox"/> Other – provide details: | | | |

Nature of complaint (tick as many as relevant):

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Club/Organisation management issue | <input type="checkbox"/> Unfair decision | <input type="checkbox"/> Coaching issue | <input type="checkbox"/> Verbal abuse |
| <input type="checkbox"/> Bullying | <input type="checkbox"/> Sexual harassment | <input type="checkbox"/> Racism | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Physical abuse/Assault | | | |
| <input type="checkbox"/> Other Volunteer – provide details: | | | |
| <input type="checkbox"/> Parent | <input type="checkbox"/> Supporter | <input type="checkbox"/> Support person | |
| <input type="checkbox"/> Other – provide details: | | | |
-

Date(s) of incident(s):

Location of incident:

- Competition Training Other – provide details:
-

Description of incident/Complaint (use additional sheets if required):

Details of any witnesses:

Name:

Contact details:

Name:

Contact details:

Name:

Contact details:

Action taken so far (if any) to attempt to resolve matter, or ensure safety (Use additional sheets if required):

***If relevant: Agency contacted (including the Police):**

Who:

When:

Advice provided:

Complainant:

Name:

Signature:

Date:

This record and any other documentation must be kept in a confidential and safe place.