

Waimakariri United Football Club - Complaints Policy



1. Club Statement

Everyone in our organisation should be confident that complaints will be dealt with honestly and fairly.

Everyone in our organisation should be confident in reporting inappropriate behaviour around children or adults.

Everyone in our organisation should report any concerns about the safety or welfare of a child or young person immediately.

All complaints should be reported. This includes:

- Disclosure of abuse
- Inappropriate behaviour around children or adults
- Suspicion of abuse or harm to a child or young person

2. Our Complaints Process

All complaints must be submitted to our Club Administrator in writing.

A child or young person, or any staff member / volunteer / parent / student can make a complaint or raise a concern.

If it relates to the club administrator then the complaint can be made to the Chairperson of the Board directly.

1. The complaint will be initially assessed and allocated as being:

Level 1 – These are assessed as low level issues and can be addressed within the club and or team. Your complaint will be forwarded onto the relevant position within the club to be rectified.

Level 2 – The complaint is within your club section and will be directed to the committee of that section to resolve. Your team committee will investigate and may invite you to attend a mediated meeting to resolve any issues. If this complaint is unable to be resolved at this level it may be escalated to level 3.

Level 3 – Any complaints that relate to the safety of a child or young person will be allocated as Level 3 immediately. This also complaints that directly contravene the NZ Football Association Code of Conduct. The complaint will be directed to the Chairperson of the Board or an allocated Board member to investigate.

In the case of an allegation of child abuse the NZ Police will be notified immediately.

2. Communication

Level 1 – If your complaint is assessed as being at a Level 1 you will be advised verbally or by e mail that it is being remedied.

Level 2 – The complaint will be logged in our complaints register. The Section committee will investigate and make contact with the person or persons who submitted the complaint and attempt to resolve it. If they are unable to resolve it or the complainant remains dissatisfied then the complaint can be escalated to a Level 3.

Level 3 – The Chairperson of the Board or allocated Board member will investigate the complaint and attempt to resolve it. A formal written response will be sent to the complainant(s) explaining the outcome.

3. Outcomes

Following a full investigation a decision will be made and the complaint will be upheld, partially upheld or not upheld.

If upheld or partially upheld appropriate action will be taken in line with the New Zealand Football Code of Conduct Guidelines.

The Board's decision is final and the club will not enter into further dialogue.