Complaints Procedure

WAIKIRIKIRI HOCKEY People. Pathways. Performance.

Parent/Player Complaint:
Complaint form to be completed by team management, parent/player.
Team Management to resolve

No
Follow process

Yes
Matter resolved

Direct contact can be made to the child protection officer, if appropriate. Contact details are available here

Secretary to receive completed Complaint Form from parent/player and team management.
Secretary advises complaints sub-committee

Sub-Committee is to have a minimum of 3 members and includes Secretary, President and a non-committee member.

Sub Committee to review and advise of action.
CHA Rules and Regulations, WKK Code of Conduct and Managers Manual to be used as guidance.
Constitution to be used as a guideline.

Sub Committee to report to Committee meeting with situation (under confidentiality of people involved).
Secretary to report back to team management to advise parents/players.
If complaint is about team management then secretary to report back to parents/players.

No

Yes
Matter resolved

Secretary to co-ordinate a Conflict Resolution meeting with all parties.

Updated March 2022