

Concerns and Complaints Process

Most concerns can be resolved informally by discussions with the people involved.

STEP 1

Your concern is **GENERAL IN NATURE**
OR ...
involves a particular **CLUB MEMBER** or **UMPIRE**.

Contact the **CLUB COACH** to arrange a time to discuss the matter privately.
Indicate what the concern is about and let them know if you'll bring a support person to the meeting.

Meet with the **CLUB COACH** to discuss the matter.
Be prepared to listen to different points of view and try to work towards a resolution.
This may require another meeting and/or involve the **CLUB CAPTAIN**

Is the matter resolved?
Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.

YES

NO FURTHER ACTION REQUIRED

STEP 2

Your concern has **NOT** been resolved by meeting with the person concerned
OR ...
You **DO NOT** wish to approach the **CLUB COACH**
OR ... involves a **COACH** or **COMMITTEE MEMBER**

Contact the **CLUB CAPTAIN** person (as appropriate) to arrange a time to discuss the matter privately.

Indicate what the concern is about, any steps taken to resolve the matter, and let them know if you'll bring a support person to the meeting.

Meet with the appropriate **CLUB CAPTAIN** person (as above) and discuss the matter.
Be prepared to listen to different points of view and try to work towards a resolution.

The **CLUB CAPTAIN** may involve other people to help resolve the concern.

Is the matter resolved?
Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.

YES

STEP 3

Your concern has **NOT** been resolved by previous steps
OR ... your concern is more serious
OR ... your concern is serious and it's not appropriate to contact the **CLUB CAPTAIN** about it.

You can make a formal complaint.
See the Upper Hutt Club's Making a Formal Complaint or Serious Allegation procedure.

Put the complaint in writing (email or letter), giving as many facts and details as possible, and any steps taken to resolve the matter.
Include your name, signature, and contact details.
Send to the **EXECUTIVE COMMITTEE**

Your complaint will be acknowledged.
The Upper Hutt Club **EXECUTIVE COMMITTEE** will decide whether a formal investigation is necessary or appropriate. See the Making a Formal Complaint or Serious Allegation Procedure.

If a formal investigation is required, subject to privacy, confidentiality, or other ethical and legal requirements, the Upper Hutt Club may keep you informed about the investigation process and timeframes, including confirmation of when the matter is concluded.

NOTE: Unless there are exceptional circumstances, a complaint will not be considered unless the correct process has been followed. You may be directed back to follow the process.

This flowchart aligns with the Upper Hutt Hockey Club Concerns and Complaints policy and procedures

Once a formal complaint has been resolved, there are no further avenues to pursue the complaint with the Upper Hutt Hockey Club

If you are not satisfied with the outcome of your complaint, you are encouraged to take advice and may wish to consider contacting other agencies.