

Upper Hutt Hockey Club

Raising Concerns

Where appropriate, we try to deal with concerns and complaints informally in the first instance. If you would like to raise a concern with us, please follow the steps below. If you believe your concern cannot be resolved informally, it may be appropriate to make a formal complaint – see [Making a Formal Complaint or Serious Allegation](#).

Raise the concern with the right person

In all instances, you may have a support person to help you raise a concern or make a complaint.

If you approach a committee member with your concerns, you will be asked to follow the actions below and the committee member will inform the coach or club captain.

If several people share a concern, the process is the same. You could nominate a group representative to approach the coach or club captain, and it may be appropriate for the group and the club to use a mediator.

- If you have **concern is general in nature, involves another club member or umpire**, discuss it with the person directly or with your club coach in the first instance.
- If your concern has not been resolved by meeting with the person directly or you do not wish to approach the coach as **the concern is about the coach or a committee member**, contact the club captain to discuss the matter privately. We ask that you make this direct approach as soon as possible.

Work towards a resolution

In most cases, concerns can be resolved informally with constructive discussions.

- Be prepared to make a time to discuss your concern if the person involved is unable to talk with you straight away.
- Be open to listening to the other side of the story to avoid communication breakdowns.
- Follow-up actions or later check-ins may be able to be agreed where appropriate.
- Involving a third party to facilitate discussion or participate in a meeting may be appropriate.

If this process does not resolve your concern, or if your **concern is more serious and it is not appropriate to contact the club captain about**, contact a member of the executive committee by making a formal complaint.