

# Upper Hutt Hockey Club

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## Making a Formal Complaint or Serious Allegation

In the first instance, follow the steps in [Raising Concerns](#). If your concerns have not been resolved, or for more serious matters, you can make a formal complaint. Formal complaints may be about a club member, a committee member, an umpire, or any other matter within the club's responsibility.

Formal complaints should be made in writing (i.e. email) to ensure the club is able to meet its legal and ethical obligations, including complying with the requirements of natural justice. All parties should respect privacy and confidentiality, including avoiding the use of social media to promote a point of view.

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## How to make a complaint?

Put your specific complaint(s) in writing and include your preferred contact details. Give as many facts and details as possible, including the names of people involved and dates of events, as well as any steps you have taken to resolve the matter. It will not usually be possible to effectively investigate complaints that are made anonymously. If you have any specific concerns about your identity being disclosed, then please include these with your formal complaint so they can be discussed with you directly.

The email should be marked "confidential" and sent to the **EXECUTIVE COMMITTEE** via [upperhutthockey@gmail.com](mailto:upperhutthockey@gmail.com)

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## What happens with your complaint?

The Executive Committee will check that your complaint has come to the correct person and then send you an acknowledgement of receipt, within 5 working days.

### First steps

Depending on the nature of the complaint, the first steps may include:

- asking you for more details about your complaint so that your concerns can be investigated effectively
- suggesting possible alternative options for informal or low-level resolution
- conducting preliminary investigative steps or enquiring into the facts
- consulting external advisors (e.g. legal advice, WHA, NZ Hockey)

### Decision to investigate

After receiving a formal complaint, the club will need to decide whether an investigation is necessary or otherwise appropriate. It is likely that your written complaint will be disclosed to the person complained of at an early stage. This is to ensure fairness and meet the requirements of natural justice. Where a complaint is being investigated the person complained of will usually be informed of the intended investigation process.

- If your formal complaint **does not** justify a formal investigation, the Executive Committee will consider the issues raised and all of the relevant information, and provide you with a written response.
  - If your formal complaint **does** justify a formal investigation, see **Formal investigation process below**.
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## Formal investigation process

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

- Relevant provisions for dealing with complaints about club members must be observed, including protecting the member's dignity and mana, advising them of their right to seek support before responding to complaints, and giving them a reasonable opportunity to take that advice.
- A full documentary record of any formal complaint is completed and stored confidentially in a secure location.

## Outcome of the investigation

Once a formal complaint has been resolved, there are no further avenues to pursue the complaint at your club. If you are not satisfied with the outcome of your complaint, you are encouraged to take advice and may wish to consider contacting the Human Rights Commission, Ombudsman, Hockey New Zealand, or the Privacy Commissioner.