



## **Waikato Lacrosse Complaints Policy**

### **CONCERNS AND COMPLAINTS**

#### **Purposes**

To provide clear procedures for resolving concerns or complaints.

#### **Guidelines**

Most concerns or complaints will be able to be resolved by following the process below:-

#### **A Concerns re Players**

In the first instance:

The concern or complaint shall be discussed with the team captain

If not resolved the following steps will be taken:

The concern or complaint shall be discussed with the Coach or Manager of the team that player comes from

The concern or complaint shall be discussed with the School Head of PE, or Club Captain

The concern or complaint shall be put in writing to the School or Club

If no progress, the concern or complaint be put in writing to the Waikato Lacrosse Executive

Any written concerns or complaints will be acknowledged in writing, under the direction of the President of Waikato Lacrosse

#### **B Concerns re Coaches/Managers/Selectors**

In the first instance:

The concern or complaint will be discussed with the Coach/Manager/Selector concerned

If not resolved the following steps will be taken:

The concern or complaint will be discussed with the Employer of the Coach/Manager/Selector (e.g. School or Club)

The concern or complaint will be put in writing to the Head of Department of the School or Club

If no progress, the concern or complaint be put in writing to the Waikato Lacrosse Executive

The President shall investigate, and the coach/manager shall be told of the concern or complaint and given a copy of the letter

The Coach/Manager/Selector shall be given the opportunity to reply

The President shall report to the Waikato Lacrosse Executive

Any written concerns or complaints will be acknowledged in writing, under the direction of the President

### **C Concerns re Umpires**

In the first instance:

The concern or complaint to be discussed with the Umpire Concerned

If not resolved the following steps will be taken:

The concern or complaint to be discussed with the Head Umpire

The concern or complaint shall be put in writing to the Head Umpire

The Umpire Concerned shall be given the opportunity to reply

If no progress, the concern or complaint be put in writing to the Waikato Lacrosse Executive

Any written concerns or complaints will be acknowledged in writing, under the direction of the President of Waikato Lacrosse

The Executive shall report in writing to the concern or complainant on action taken and subsequent outcomes

### **D Concerns re Executive Members**

In the first instance:

The concern or complaint to be discussed with the Executive Member Concerned

If not resolved the following steps will be taken:

The concern or complaint to be discussed with the President of Waikato Lacrosse if the complaint is about the President the concern or complaint is to be discussed with the Waikato Lacrosse Chair person.

The concern or complaint shall be put in writing to Waikato Lacrosse

Waikato Lacrosse shall be given the opportunity to reply

The Executive shall report in writing to the concern or complainant on action taken and subsequent outcomes

All communications under this policy will be treated as confidential to the parties concerned.

**The final avenue for complaints is to the Office of Ombudsman if all else fails.**

Motion passed: 16 <sup>th</sup> October 2017
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Review Date: October 2018
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