

WELLINGTON PETANQUE ASSOCIATION

COMPLAINTS POLICY May 2014

Scope of Policy:

The scope of this policy includes all players, administrators and volunteers who assist Wellington Petanque Association (WPA) to run tournaments or who are a registered player with the WPA.

Policy:

- All complaints will be taken seriously.
- Natural justice principles will be followed in dealing with complaints.
- All complaints will be investigated and appropriate action will be taken conducive to the findings and outcome.

Purpose:

- To ensure that all players, administrators and volunteers have a process to follow if they have a complaint pertaining to another person within the WPA region.

Procedure:

1. Any person may raise any issue directly with the WPA President, or through their Club Delegate who is on the WPA Committee.
 2. A written report outlining the complaint must be forwarded to the President of the WPA.
 3. The WPA Executive Committee will meet to listen to the complaint with the person initiating the complaint, who maybe supported by their Club Delegate or another person of their choice.
 4. Where a person wishing to make a complaint is not comfortable in presenting their case to the Executive Committee the person making the complaint can request another person to present the case on the complainant's behalf.
1. The complaint process will involve:
 - When the President receives a written complaint, the complaint will be documented and a copy sent to the Executive Committee.

- A letter acknowledging receipt of the complaint will be sent to the person raising the complaint as soon as possible.

Once the complaint has been verified the following process will be implemented:

- An investigation will be carried out, within a reasonable timeframe by the President to ascertain the validity of the complaint.
- If substance to the complaint is identified, the two sides will be asked to meet informally with members of the WPA Executive Committee to resolve the issue.
- If the meeting of the two parties fails to reach a resolution the Executive Committee will make a final decision.
- If further action is warranted against a member, the Executive Committee will decide what disciplinary action will be taken. Both parties will be advised of the Executive Committees decision.
- A letter will be sent to the complainant outlining any further action.

Appeal

1. The complainant and the person being complained about have a right of appeal to the outcome of the decision. A letter outlining the reason for the appeal should be submitted within 2 weeks from the date of the letter detailing the Executive Committees decision on disciplinary action.
2. The letter of appeal will be considered and any further investigation that the Executive Committee feels is warranted will be undertaken. A response to the appeal will be given within fourteen days of the appeal being received.
3. The outcome of the appeal will be final.