



## West End Rowing Club Grievances and Complaints Policy Procedures

### INTRODUCTION

At West End Rowing Club we strive to provide a positive and inclusive environment for all our members. We recognize that from time to time, issues or concerns may arise that require attention and resolution. This Grievance and Complaints Policy is designed to provide a fair and transparent process for addressing grievances and complaints within our sports club. It outlines the steps to be followed and the responsibilities of all parties involved.

### SCOPE

This policy applies to all members, participants, volunteers, coaches, staff, and officials affiliated with West End Rowing Club.

### PURPOSE

To ensure that grievances/complaints raised by West End Rowing Club members (including members of the Executive Board), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

### PROCEDURE

- Informal Resolution
  - Members are encouraged to resolve grievances or complaints informally whenever possible, by discussing the issue directly with the person(s) involved.
  - If the issue cannot be resolved informally or if the member is uncomfortable with an informal resolution, they may proceed to the formal process.
- Formal Complaint:
  - Any member wishing to make a formal complaint must do so in writing, via email to [boardchair@werc.co.nz](mailto:boardchair@werc.co.nz).
  - The complaint should include specific details regarding the incident, the individuals involved, and any supporting evidence.
  - The complaint should be submitted to the designated club official responsible for handling grievances and complaints.
- Initial Assessment:
  - The designated club official will acknowledge receipt of the complaint within five working days.
  - They will conduct an initial assessment to determine if the complaint falls within the scope of this policy and if there are sufficient grounds to proceed.
  - If the complaint does not meet the criteria, the complainant will be notified in writing, providing reasons for the decision.



- Investigation:
  - If the complaint is deemed valid, the designated club official will initiate an investigation.
  - The investigation may involve gathering statements from all relevant parties, reviewing any available evidence, and conducting interviews as necessary.
  - All parties involved will be afforded the opportunity to present their side of the story and provide supporting evidence.
  - The investigation will be conducted impartially, and confidentiality will be maintained to the extent possible.
- Resolution:
  - Upon completion of the investigation, the designated club official will determine an appropriate resolution based on the findings.
  - The resolution may include disciplinary action, mediation, training, or any other measures deemed necessary to address the complaint.
  - The complainant and the subject(s) of the complaint will be informed in writing of the outcome and any actions taken.
- Appeals:
  - If any party involved is dissatisfied with the resolution, they may lodge an appeal within ten working days.
  - The appeal should be made in writing, specifying the grounds for the appeal, and submitted to the designated club official.
  - An independent appeal panel appointed by the WERC Executive Board, consisting of individuals not previously involved in the process, will be formed to review the appeal.
  - The appeal panel will conduct a review and provide a written decision to all parties involved.
  - The decision of the appeal panel is determinative and final.

#### CONFIDENTIALITY

All parties involved in the grievance and complaints process are expected to maintain strict confidentiality. Information will only be shared with those who have a legitimate need to know for the purpose of conducting an investigation or taking appropriate action.



#### NON-RETALIATION

We prohibit any form of retaliation against individuals who raise concerns, file complaints, or participate in the grievance process. Retaliation will be treated as a separate violation and may result in disciplinary action.

#### POLICY REVIEW

This policy will be reviewed periodically [specify time frame, e.g., annually] to ensure its effectiveness and compliance with legal requirements.

West End Rowing Club is committed to addressing grievances and complaints promptly and fairly. By following this policy, we aim to maintain a positive and respectful environment for all our members.

WERC Board Chairperson

Date: 2<sup>nd</sup> August 2023