



## Taranaki Rugby Football Union (TRFU) - Complaints Process

- **This document sets out the steps for raising and dealing with concerns and complaints. It aims to:**

1. Support people to resolve minor issues on their own.
2. Give clear guidance for making, dealing with and resolving complaints.
3. Make sure the approach taken to dealing with complaints is fair and consistent including enabling culturally appropriate responses and processes.
4. Everyone has a role to play in creating a positive rugby experience.

- **Who can make a complaint?**

1. Complaints can be made by or about anyone involved within rugby.

This includes; volunteers, participants, supporters, club members, employees, service providers, and families/whānau of participants. Complaints may also be about the committee of rugby entity.

2. What can complaints be about?

Complaints may be made about things such as actions or decisions of organisation members or officials, processes not being managed well (or at all), disagreements between members, unprofessional or upsetting behaviour, or delays or failure to communicate about matters affecting a person.

3. More serious complaints may include:

Unethical, dishonest or illegal behaviour, harassment (sexual, racial or otherwise) bullying, health and safety risks, unlawful discrimination, and offensive/insulting language or behaviour. May be breaches of other policies including World Rugby Law, NZR rules and regulations and Provincial Union policies. These will be assessed and may be dealt with under those other policies.

4. Who is best to respond to your complaint?

As a general guide the following could be used to determine at what level a concern or complaint should be raised in the first instance.

### **Less Serious**



Can the situation be raised in an appropriate manner with a coach manager or volunteer within your organisation.

### **More Serious**

Is a member of the committee/board of the rugby entity in a better position to receive a complaint. Does it involve parties from within the same club/school or across different clubs/schools. Can the affiliate body handle the complaint as an independent party. Does it need to be escalated to the Provincial Union (TRFU)?

### **Serious**

Contact the TRFU to make a complaint under NZR rules and regulations so long as the concern or complaint involves people connected to rugby. People registered to, or members of, our clubs, schools and affiliate bodies. The TRFU may be able to conduct an informal or formal process to support clubs/schools in dealing with concerns or complaints of those individuals not connected to rugby, or they may defer to an independent body for support and guidance.

- How to make an informal complaint?

Informal - It may be possible to reach an informal resolution where an authorised member of the Club (President, Club Captain etc) talks through the issue and helps the parties to sort out their problem. Often people just want to be heard and have a low-key conversation to sort out a situation.

e.g. Selection Issues - Talk to coach/manager

e.g. Issue with parent or coach or other club/school – Talk to a your committee or rugby leader

- How to make a formal complaint?

Formal - If a complaint is serious or can't be resolved informally, a fair investigation and resolution process should be followed. If the Rugby entity can't resolve the situation, it may need to be escalated to the Affiliate Body, TRFU, NZR or an independent service for assistance. ALL formal complaints should be made in writing.

e.g. Club to club issue or complaint that requires independent support – Contact Club Chair/Committee who then escalate the complaint

e.g. Issue with parent or coach – TRFU to escalate as a complaint of misconduct and follow NZR process

e.g. Inappropriate behaviour – NZR independent complaints management process (May be differed from the TRFU to this upon review by the TRFU)