
Complaints and Concerns Procedures

Anyone with a concern is encouraged to discuss the matter with the person involved as soon as possible to prevent issues escalating.

Player Issues

1. If you have a concern about a player matter you should firstly discuss the matter with the coach or manager of the relevant team, then the rugby sub-committee; and finally, the JRFC Committee
2. If the response provided by any of the above does not fully address your concerns, you may wish to take the matter further by making a formal complaint (see Formal Complaints Procedure below)
3. Other Concerns:
 - a) If you have a concern about a matter which you do not feel able to discuss with the coach directly, you may contact the rugby sub-committee or a member of the JRFC Committee. In all cases, if a concern is not resolved, a formal complaint may be laid.

Procedure for a Formal Complaint

In some cases, such as when your concern cannot be resolved, you may wish to make a formal complaint.

1. Write down your complaint giving details of the issue, including details of efforts that have been made to resolve the matter. Include your name and contact phone number
2. Address your written complaint to the chairperson of the JRFC Committee
3. Complaints will be acknowledged immediately upon receipt or, if that is not possible, within 48 hours, giving assurance to the complainant that the issue will be investigated
4. When a complaint is received, the chairperson of the JRFC Committee will discuss the matter with you before deciding what further action should be taken.

You may have a support person with you when you discuss the complaint, if you wish. This meeting will be documented

5. Your complaint will generally be treated in confidence. However, in the interests of natural justice any persons included in a complaint must have the opportunity to hear all details about the complaint and reply to it. A copy of the complaint will be given to the person about whom the complaint has been made, together with a copy of the school's complaints procedure

6. The complaint will be investigated by talking to the person about whom the complaint has been made, who may be accompanied by a support person if they wish and interviewing anybody else who may have had a part to play in the incident. Written statements will be taken

7. The matter may be referred to the JRFC Committee consideration and action

8. The JRFC Committee will decide what steps will be taken as a result of the investigation and will ensure that a record of the process is kept

9. You will be informed of the outcome of the investigation

10. In dealing with complaints, JRFC Committee must act in accordance with conditions of relevant employment agreements and current legislation

11. If you are dissatisfied with the outcome of the complaint you may write to the JRFC Committee for a review of the complaint. A review should be completed by the JRFC Committee within 28 days of the referral

12. Complainants may progress to the Human Rights Commission if they are not satisfied with this complaints process. In this situation, the JRFC Committee will liaise with any relevant organisation pertaining to the nature of the complaint

13. Complaints about the JRFC Committee (not individual members as these complaints would be dealt with as per these procedures) may be directed to the Wellington Rugby Football Union.