



## Parafed Otago - Complaints and Grievances Policy [2020]

### Outline

Parafed Otago is committed to ensure that all our members and volunteers have a clear and reasonable process with which they can raise a complaint or grievance, and which has fair and reasonable steps with which it can be appraised and appropriately resolved.

### Who This Applies To

This policy applies to all members, committee members, volunteers and any other person participating in or attending an activity under the control of Parafed Otago. The Sport Development Officer (SDO) has additional rights provided for by the Employment Relations Act 2000 and their Individual Employment Agreement.

### Definitions

A **complaint** is a statement that something is unsatisfactory or unacceptable. It is able to be supported by *evidence* and can be evaluated *quantitatively*.

A **grievance** is a form of complaint based on *opinion* which it is supported by *beliefs or practises*, and can be evaluated *qualitatively*.

### What We Will Do

1. Comply with all legislative requirements relating to any complaint or grievance.
2. Provide easily accessible opportunities to lodge a complaint or grievance.
3. Understand all complaints and grievances are important to the complainant, and that they must be investigated with an open mind and without prejudice.
4. Clearly detail what the process is to lodge a complaint or grievance, and what steps Parafed Otago will take to investigate it, communicate with the complainant, how a decision will be communicated, and what the process to appeal a decision is.
5. Promptly respond to a complaint or grievance. First contact should be within 48 hours of lodging the complaint or grievance unless there are extenuating circumstances. If the Parafed Otago committee needs to consider the complaint or grievance this will be done at the earliest practical time a quorum can be assembled.
6. Undertake an investigation to gather the facts, and where relevant opinions, related to the incident(s) that gave rise to the complaint or grievance.
7. Communicate the result of an investigation in writing to the complainant.
8. Determine through investigation if the complaint or grievance suggests there should be changes to any Parafed Otago policy, procedure, code of conduct, or to the conduct or behaviour of any staff member, committee member, volunteer or member.

9. Provide a means to appeal a decision to an independent third party.

#### What We Won't Do

1. Deny the right of any person to lay a complaint or grievance.
2. Come to a judgement without taking all reasonable steps to discover the facts, witnesses, and where relevant opinions, relating to the complaint or grievance.

#### What Does Success Look Like?

A successful Complaints and Grievances Policy will see our members and other stakeholders feeling that their legitimate concerns are being listened to, seriously investigated, evaluated fairly, and acted on in a consistent and judicious way. When a complaint or grievance is not upheld the complainant will at least accept that their concerns were treated seriously and evaluated fairly.

#### Legislative Basis

This policy aims to be consistent with the requirements of these acts. Where the Complaints and Grievances Policy does not specifically address a situation the Board needs to address the intent of the relevant Act will be the guiding principle.

- Human Rights Act 1993
- Privacy Act 1993