

Policy for Complaints/Issues for Hockey Wanganui INC

Rationale

To ensure that issues and complaints are dealt with effectively and consistently through the correct procedure and process.

Purpose

- That our members are aware of the procedure for having issues resolved.
- That our core time is spent on developing and enhancing hockey.
- To diffuse the conceptual idea of personalities being the motion for decision making.
- To ensure a cultural of Hockey Wanganui INC is developed where everyone feels treated fairly and justly.

Procedures

1. All complaints or issues must be received in writing.
2. Each issue or complaint will be directed to the following sub-committee
 - Finances
 - Fixtures
 - Umpires
 - Property
3. The sub-committee will use The Code of Conduct as a resource for procedures and guidelines. They will respond in writing after investigating the issue and ensuring a resolution is achieved.
4. Where a serious issue arises that will have an impact on Hockey Wanganui INC a full board meeting may be required.
5. It is imperative that all written correspondence be presented to the board 24 hours before the meeting.
6. The board may ask the complainant to speak to the issues at a meeting.
7. The complainant will then leave the meeting and further discussion will take place with the board formulating a response.