



MARIST AUCKLAND WATER POLO CLUB (Inc)

COMPLAINTS POLICY

1.0 Purpose

The purpose of this policy is to provide a fair, consistent, and transparent way of managing complaints within the club.

The club is committed to addressing concerns promptly, respectfully, and in a manner that supports positive relationships, player wellbeing, and the integrity of the club environment.

2.0 Scope

This process applies to all club-related complaints raised by or about:

- Players (junior and senior)
- Parents and caregivers
- Coaches and team management
- Referees and officials
- Volunteers and committee members
- Any other individuals involved in club activities

Complaints may relate to behaviour, communication, selection, safety, wellbeing, or any other matter arising from participation in club activities.

2.1 Exclusions - Immediate Safety and Safeguarding Concerns

Any concern involving immediate risk to safety, harm, abuse, or safeguarding of a child or participant must be reported immediately and is not required to follow the informal or formal complaint process.

Such concerns should be escalated without delay to the Club President or appropriate emergency services if required.

The priority in these situations is the immediate safety and wellbeing of the individual(s) involved.

3.0 Informal Resolution (First Step)

Where appropriate, concerns should first be addressed informally.

- The matter should be raised with the relevant Coordinator
- The coordinator will seek to understand the concern and support informal resolution where appropriate
- This may include discussion with relevant parties such as coaches, players, or parents
- Many issues can be resolved at this stage without formal escalation

If the matter is not resolved, or is not appropriate for informal handling, it may proceed to a formal complaint.

4.0 Formal Complaint

If informal resolution is not suitable or has not resolved the issue, a formal complaint may be submitted to the Club Secretary.

A formal complaint should:

- Be made in writing (email is acceptable)
- Clearly outline the concern and relevant details
- Include dates, individuals involved, and any steps already taken to resolve the matter

The Club Secretary will acknowledge receipt within a reasonable timeframe (typically 2–5 working days).

5.0 Review and Investigation

Once received, the club will:

- Assess the nature and seriousness of the complaint
- Assign an appropriate and impartial person to manage the process
- Gather relevant information from involved parties as required
- Consider applicable policies, context, and evidence

All parties will be treated fairly and respectfully. Confidentiality will be maintained where appropriate, with information shared only on a need-to-know basis.

Where necessary, interim measures may be put in place to support safety, wellbeing, or ongoing club operations.

6.0 Outcome and Resolution

Following review, the club may determine one or more outcomes, including:

- No further action
- Informal mediation or facilitated discussion
- Coaching or behavioural guidance
- Changes to expectations or processes
- Formal warning or disciplinary action (where applicable under club rules)

Outcomes will be communicated to relevant parties in a timely manner, considering any privacy and legal obligations.

Approved: May 2026