

# KERIKERI SPORTS COMPLEX

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## Complaints and Grievance Policy

Kerikeri Sports Complex is committed to providing a positive and inclusive environment for all participants, staff, and visitors. This Complaints and Grievance Policy outlines procedures for addressing and resolving complaints or grievances effectively and fairly.

### Definition of Complaints and Grievances:

1. Complaints: Any expression of dissatisfaction or concern raised by an individual or group regarding the services, facilities, or conduct within the sports complex.
2. Grievances: Formal complaints alleging discrimination, harassment, misconduct, or violations of policies or regulations within the sports complex.

### Reporting Procedure:

1. Individuals or groups wishing to lodge a complaint or grievance should do so in writing and submit it to the facility manager or designated complaints officer within 48 hours of the grievance occurring.
2. Complaints and grievances may be submitted via email, letter, or in-person, and should include details such as the nature of the complaint, relevant dates, and any supporting evidence or documentation.

### Handling of Complaints and Grievances:

1. Upon receiving a complaint or grievance, the facility manager or designated complaints officer will acknowledge receipt and initiate an investigation into the matter.
2. Investigations will be conducted promptly, impartially, and confidentially, involving relevant parties as necessary to gather information and evidence.
3. Interim measures may be implemented to address immediate concerns or prevent further escalation pending the outcome of the investigation.



### **Resolution and Outcome:**

1. Following the investigation, the facility manager or designated complaints officer will communicate the findings and proposed resolution to the complainant or aggrieved party.
2. Where appropriate, corrective actions will be taken to address the concerns raised, which may include disciplinary measures, policy revisions, or changes to procedures.
3. The complainant or aggrieved party will be informed of their right to appeal the decision if they are dissatisfied with the outcome.

### **Appeal Process:**

1. Individuals or groups who wish to appeal the outcome of a complaint or grievance must do so in writing within a specified timeframe, as outlined in the initial response.
2. Appeals will be reviewed by a higher authority or an independent panel, not involved in the initial investigation, to ensure fairness and impartiality.
3. The decision of the appeal body will be final and communicated to all relevant parties.

### **Confidentiality and Non-Retaliation:**

1. All parties involved in the complaints and grievance process are expected to maintain confidentiality and respect the privacy of individuals involved.
2. Retaliation against individuals who file complaints or grievances in good faith is strictly prohibited and will result in disciplinary action.

### **Review and Continuous Improvement:**

1. This Complaints and Grievance Policy will be reviewed periodically. Feedback from complainants, aggrieved parties, and other stakeholders will be considered in the ongoing improvement of the complaints and grievance handling procedures.

Kerikeri Sports Complex is committed to addressing complaints and grievances promptly, fairly, and transparently to maintain a positive and supportive environment for all. We encourage individuals to come forward with any concerns, knowing that they will be taken seriously and addressed with integrity and respect.

Adopted by the Kerikeri Sports Complex on March 3, 2025

