

Complaints and Disputes Procedures

Member Complaints :

A member or an officer may make a complaint by giving to the committee (or complaints sub-committee) a notice in writing that

- a. states that the member or officer is starting a procedure for resolving a dispute in accordance with the society's constitution;
- b. sets out the allegation to which the dispute relates and whom the allegation is against;
- c. sets out any other information reasonably required by WRA.

WRA Complaints

WRA may make a complaint involving an allegation against member or an officer by giving to the member or officer a notice in writing that

- a. states that the WRA is starting a procedure for resolving a dispute in accordance with the WRA's constitution;
- b. sets out the allegation to which the dispute relates.
- c. may pass that complaint to the RNZ or Sport and Recreation Complaints and Mediation Service to facilitate the complaint.

The information given under Member Complaints or WRA Complaints must be enough to ensure that the party against whom an allegation is made is fairly advised of the allegation concerning them, with sufficient details given to enable them to prepare a response.

A sub-committee will be formed to assess the dispute and look to resolve the complaint by gathering information, conducting investigation and or interviews with all parties.

Should a resolution not be secured, the dispute will be passed to an outside group as per **WRA Complaints (c)**