

New Plymouth Contract Bridge Club

Complaints Policy and Procedure

Policy

The Committee will acknowledge all formal complaints. Such complaints may be investigated and acted on by appropriate personnel.

The Committee may consider any complaint concerning:

- The behaviour of a club member, player or guest that occurs before, during or after any session, event or tournament organised or run by the Club.
- The behaviour of a club member at an event or tournament sanctioned by NZBridge, which is not organised or run by the Club
- The behaviour of a club member which is potentially in breach of the club Code of Conduct

Details of complaints involving the behaviour of members of other clubs will be referred to the “home” club.

The committee, in enquiring into and/or determining any allegation or complaint, shall undertake a process or procedure in each case at its sole discretion but in accordance with the club’s constitution, its policies and adopted procedures, and otherwise consistent with principles of natural justice in accordance with New Zealand law.

The committee may appoint a person or sub-committee to investigate the complaint and report back to the committee with its recommendation(s) for resolution of the complaint.

The Committee also has the power to refer any matter, allegations, or complaint of conduct, discipline or dispute that it considers sufficiently significant, concerning or important to the Board of Management of NZBridge for enquiry, investigation and/or determination by the Board’s appropriate Standing Committee. In the event any such referral is accepted by the Board for that purpose, the Committee shall abide any consequent verdict, decision or determination as the case may be.

<p>Procedure</p>	<p>Types of complaints</p> <ol style="list-style-type: none"> 1. Playing infringements <ul style="list-style-type: none"> • These will be dealt with by the session Director. If the complainant feels this is not satisfactorily dealt with the player can request referral to the Appeals Committee. 2. Ethical or Behavioural issues <ul style="list-style-type: none"> • A member may consult with the Director or a Player Advocate. The member may subsequently make a formal complaint to the President for referral to the Committee or appropriate sub-committee, and/or • A member may register a complaint directly with the Committee via the President 3. General complaints <ul style="list-style-type: none"> • These will be dealt with via the committee or delegated subcommittee <p>Formal complaints must be submitted in writing to the club committee via the President. In all cases where the complainant is known, a written response will be provided by the committee.</p> <p>Such complaints must be notified to the committee within one month of the occurrence of the incident which forms the basis of the complaint. In exceptional circumstances involving ill health or incapacity, the committee may extend this time limit. Where there has been a history of ongoing incidents, such as bullying behaviour, the committee may take into consideration those incidents when dealing with a complaint that has been notified within the one month timeframe.</p> <p>The Committee or sub-Committee shall, through its Chairperson, contact the person or persons involved (the respondent/s) providing whatever material has been given to the committee.</p> <p>The respondent/s may be requested to meet with the Committee/sub-Committee to discuss the complaint, but will be required to provide a written response within 10 working days from the date of the communication. The Committee/sub-Committee may also request a meeting with the complainant, and may request further meetings with the complainant and/or respondent/s</p> <p>After receiving the respondent's response, and with any further information, the Committee/sub-Committee shall, in a timely manner, decide any subsequent action it will take, or decide that they are able to make a decision on the material before it.</p>
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	<p>Should any respondent/s not respond to the initial communication from the Committee within a 10 working days timeframe, the Committee reserves the right to make its own determination on the validity of the complaint and any outcomes resulting.</p> <p>Complaint outcomes The committee decision shall be reported back to both the complainant and the person(s) the complaint is made against. The final outcome of an investigation into an apparent breach of the Code may include any of the following</p> <ul style="list-style-type: none"> • No further action • A warning • Temporary suspension of membership • Expulsion from membership of the Club, in accord with the requirements and conditions of Clause 20 of the NPCBC Constitution • Referral to Board of Management of NZBridge for enquiry, investigation and/or determination by the Board's appropriate Standing Committee <p>Record Keeping A confidential complaints file is maintained by the President.</p> <p>Material stored in this file shall include a formal record of the committee's verdict, decision or determination with respect to any allegation or complaint, but not the voting or decision of any individual member of the committee present for that purpose. The file shall store such documentation and records for a period no longer than 7 years from the conclusion of the complaint process.</p>
Responsibility	NPCBC Committee
Date	June 2024 (Revised March 2025)