

CONSTITUTION OF THE HILL CITY — UNIVERSITY ATHLETIC CLUB
(INCORPORATED)

1. **NAME:**

The name of the organisation shall be the "Hill City — University Athletic Club (Incorporated)".

2. **DEFINITIONS:**

In these rules, unless a contrary intention appears, "Club" means Hill City — University Athletic Club (Incorporated)"; "Member" means "Full Member" as defined under rule 5(I)(i); "Executive" means the Executive for the time being appointed under Rule 6(a) of these Rules; "Year" means the financial year of the club, extending from the 1st August to the 31st July in the following year; words importing the masculine gender only include the feminine gender; words importing singular member shall include the plural and vice versa.

3. **OBJECTS:**

The objects of the Club are:

(a) The advancement of cross-country and Road Racing, Track and Field Athletics, Walking, Orienteering and related activities.

(b) To promote and encourage such meetings, lectures, discussions and other social functions in connection with the foregoing objects as the Club Executive shall from time to time determine.

4. **AFFILIATION:**

The Club shall be affiliated to the Otago Centre of the Athletics New Zealand (Incorporated).

5. **MEMBERSHIP:**

(a) Any person may apply for membership of the Club by completing the appropriate form and paying the subscription, which is appropriate at the time. Each new member will be given written notice of their membership and shall be deemed to have been a member from the date of application.

(b) The executive may refuse to accept any application for membership and in any such case the applicant will be advised in writing and their subscription refunded within one calendar month of the date of their application.

(c) Any Member wishing to resign from the Club must forward their resignation to the Secretary in writing.

(d) The Executive shall have the power to call before them any member accused of any conduct which is in their opinion detrimental to the interests or status of the Club and subject to hearing the member and to his/her having the right of appeal to a General Meeting of the Club, may expel such member from membership.

(e) The transfer of any member to or from another club shall conform to all rules of Athletics New Zealand including appropriate notification to or from the other club.

(f) **CLASSIFICATION OF MEMBERSHIP**

(i) FULL MEMBERS with the right to vote shall be:

(I) Life Members:

On the recommendation of the Executive, any person who has rendered special services to the Club or to the furtherance of its objects may be elected a Life Member at any general meeting of the Club and shall thereafter be entitled to all the privileges of membership without payment of the annual subscription. A three-fourths majority of those present and voting will be necessary for such election.

(II) Registered Members:

Shall be those Members who are registered as defined in the Rules of Athletics New Zealand.

(III) Non Competitive Members:

Those members who do not wish to compete in races.

(ii) HONORARY MEMBERS who shall pay no fixed subscription and have no right to vote.

(I) Honorary Vice Presidents: Are those persons considered worthy of the honour who are elected at the Annual General Meeting.

(II) Supporting Members:

Shall be those persons who desire to interest themselves in the welfare of the Club, but do not take part in amateur athletics.

6. OFFICE BEARERS:

(a) The bearers of the Club shall be:

Patron(s) (up to three)

Honorary Auditor

Executive:

1) Office Bearers

- (i) President
- (ii) Vice President
- (iii) Immediate Past President
- (iv) Harrier Manager
- (v) Track & Field Manager
- (vi) Secretary
- (vii) Treasurer
- (viii) Children's Manager

2) Committee

Three members who must be financial members of Hill City (Dunedin) Athletic Club.

All of the above (with the exception of the Immediate Past President) shall be elected at the Annual General Meeting.

(b) If any position on the Management Committee is not filled at the Annual General meeting or becomes vacant during the year then the Management Committee has the power to appoint and fill the vacancy. This power will not include the office of President or Immediate Past President. The Immediate Past President shall hold that

office for a term of one year only commencing from the end of their term of office as President and ceasing on the date of the next succeeding Annual General Meeting.

(c) Except for the Chairman's casting vote each member of the executive shall be entitled to only a single vote on any matter at any meeting.

7 **CONVENORS:**

(a) Convenors are to be appointed by the executive within one week of the AGM to work with each club manager. The suggested convenors are:

Harriers:

- Races and Events
- Fundraising
- Coaching
- Communication
- Social
- General

Track and Field:

- Duties
- Fundraising
- Coaching
- Communication
- Social
- General

Children's:

- Races and Events
- Fundraising
- Coaching
- Communication
- Social
- General

(b) Any one person may be a convenor for more than one manager at the same time.

(c) Executive Meetings:

(i) Shall be held at such intervals as may be deemed necessary for the conduct of the affairs of the Club with the proviso that no 2 executive meetings shall be more than 8 weeks apart. The dates upon which such meetings will be held may be fixed by the Executive, but the President shall have the right to call a meeting at any time. If meetings are not called by the President, any four members of the executive may call a meeting. Executive members shall be given 7 days notice of meetings by the secretary.

(ii) Quorum:

Five executive members personally present shall constitute a Quorum for the Executive meeting. In the event of no Quorum being present at any meeting within thirty minutes of the time at which such meeting has been called, the meeting shall be adjourned to such a day and time as the President shall appoint. Notice of such adjourned meeting shall be given to all Executive members. At such a meeting, the Executive Members present may constitute a Quorum.

(iii) Absence:

Any Member of the Executive absent from 3 consecutive executive meetings without an apology shall forfeit his/her place on the Executive, if by majority vote the executive so resolve.

(iv) Voting:

At an Executive meeting voting shall be by a show of hands unless otherwise decided at the meeting. Each executive member personally present shall have one vote except that the Chairman shall, in the event of an equality of voting, have a casting vote.

(v) Planning:

The executive is responsible for all strategic planning, procedures and policies of the club.

(d) Working Parties:

The Executive may appoint such working parties as it deems fit and may coopt any member of the club to a working party. Working parties may be given power to act in any matter within the competency of the executive. The working parties shall be the responsibility of such convenor as the executive sees fit. The convenor is required to maintain an effective liaison between the relevant manager and the particular working party. Further to this, the manager will be required to furnish regular reports on the working party activities to the Executive.

8. GENERAL MEETINGS:

(a) The Annual General Meeting of the Club:

Shall be held in September of each year on a date fixed by the Executive. The Annual General Meeting shall have placed before it the Club's Annual Report and the audited Statement of Accounts for the previous Financial Year.

(b) Special General Meetings:

May be called at any time by:

(i) The President

(ii) The President upon receipt of a written request of at least seven members who must be Full Members of the Club. A meeting called at the request of such members shall be held within 21 days of receipt by the President or Secretary of the request.

(c) Notice:

Seven clear days notice of any General Meeting shall be given by circular addressed to each Member and such circular must state in general terms the business to be transacted at such meeting and must include the full text of any Notice of Motion pursuant to rule 16 of the constitution. Notice shall be deemed to be properly given if posted to the Member at their last known address as recorded in the club register.

(d) Quorum:

Twelve Full Members personally present shall constitute a quorum for a General Meeting. In the event of no quorum being present at any General Meeting within thirty minutes of the time for which the meeting has been called, the meeting shall be adjourned to such a day and time the President or Executive shall appoint. Notice of

such adjourned meeting shall be given to all members as provided in these Rules. At such adjourned meeting those Full Members actually present shall constitute a quorum.

(e) **Chairman:**

At all General Meetings the chair shall be taken by the President if present, failing him/her by a Vice President if present, and failing him/her, by any member chosen by the meeting.

(f) **Voting:**

(i) At a General Meeting voting shall be by voices or by show of hands as required by the meeting provided that for election of officers the voting shall be by secret ballot and provided that (before or immediately after the declaration of a result of a vote on voices or show of hands) a poll by secret ballot may be demanded by at least five members.

(ii) At any meeting where voting by ballot is required, the Executive shall appoint two of their number as scrutineers.

(iii) Upon any vote each Full Member personally present shall have one vote except that the Chairman shall also have a casting vote in all matters except for the election of officers in which case in the event of a tie the same shall be decided by lot.

9. FINANCIAL YEAR:

The Club year shall commence on the first day of August in each year and terminate on the 31st day of July of the following year.

10. BUSINESS at the ANNUAL GENERAL MEETING:

Shall include:

- (a) Election of Officers
- (b) Setting of Annual Subscription
- (c) Presentation of Reports and Balance Sheet
- (d) Setting of Opening and Closing days of winter season
- (e) Honoraria for Office Bearers
- (f) General Business

11. SUBSCRIPTIONS:

(a) The executive at its discretion may remit the whole or any part of the Subscription payable by any member.

(b) The Subscriptions shall include, where appropriate, capitation and registration fees to the Otago Centre of Athletics New Zealand.

(c) Subscription must be paid by 30 June of that year or within 2 months of joining. Any member who has not paid their subscription by the due date may be declared unfinancial by the Executive.

12. INVESTMENT:

The funds of the Club may be invested only in the manner provided by the Trustee.

Act 1969 or any Act amending or replacing the same.

13. BORROWING:

The executive shall have the power to borrow such amounts and on such terms as it thinks fit and to give such security as the Executive may determine.

14. COMMON SEAL:

The Club shall have a Common Seal, which shall be kept in the custody of the Club Secretary and which shall only be affixed to any document in pursuance of a resolution of the Club Executive and in the presence of the President and Secretary of the Club who shall then sign the document.

15. REGISTERED OFFICE:

The registered office of the Club shall be the residence of the Secretary from time to time appointed at an Annual or Special Meeting.

16. AMENDMENTS TO RULES:

These rules may only be amended, added to or rescinded by a two thirds majority of Members of the Club at a General Meeting. Notice of motion of all proposed amendments must be given in writing to the Secretary under the signature of the proposer and seconder, who must be Full Members of the Club, 21 clear days before any such meeting and the full text of such Notice/s of Motion must be included in the notice of such meetings as provided in Rule 8(c). Any amendment to these rules shall also be subject to the approval in writing of the Athletics New Zealand (Incorporated) after the same has been passed by the meeting.

17. WINDING UP:

The Club may be wound up voluntarily in accordance with the procedure in s24 of the Incorporated Societies Act 1908 or any statutory application or amendment thereof.

In the event of the Club being wound up or dissolved, all surplus assets after the payment of all costs and liabilities, shall, subject to any trust affecting the same, be given and transferred to the Management Committee of the Otago Centre of Athletics New Zealand (Incorporated) if it is then in existence; and if it is not then in existence the same shall be given and transferred to such other institution or body devoted to the conduct or furtherance of amateur athletics in Otago as may be specified in the winding up Resolution or any subsequent Resolution of the Members duly passed.

18. Dispute resolution process:

The club shall adopt the Complaints Policy, included as Appendix 1.

BY-LAWS

These by-laws, amongst other matters, define the duties and responsibilities of office bearers, executive appointments, and the membership in general.

1. DUTIES OF OFFICERS:

(a) President:

The President shall:

- (i) Represent the Club at all formal occasions.
- (ii) Ensure that the policies and decisions of the Club are carried out.
- (iii) Act as Chairman at all General Meetings.
- (iv) Act as Chairman at all executive meetings.
- (v) In the absence of the President, a Vice President or a Past President will perform the President's duties.
- (vi) Co-ordinate the activities of the Club
- (vii) Present an Annual Report for submission to the Annual General Meeting.

(b) Club Managers:

The Club Managers shall:

- (i) Ensure that the duties of convenors are being carried out.
- (ii) Maintain Club discipline.
- (iii) In consultation with the treasurer, other managers and convenors present an annual plan of activities along with budgets or estimates by the second executive meeting after the AGM. This plan will be subject to change between winter and summer seasons or as circumstances may require.
- (iv) In consultation with the executive appoint convenors within one week of the AGM.
- (v) In consultation with the convenors appoint working parties as required to fulfil the club functions by the first executive meeting after the AGM.

Harriers Manager:

- (i) Co-ordinate harrier activities.
- (ii) Ensure that an official programme of races, social events, and club runs is drawn up at the first executive meeting.
- (iii) Arrange for the printing of the annual syllabus which shall detail all official Club runs for the season and contain the names of all the office bearers of the Club for that year.

Track & Field Manager:

- (i) Co-ordinate track & field activities and organise teams.
- (ii) Maintain a register of club track & field records.
- (iii) Keep an equipment book and ensure equipment is maintained.

Children's Manager:

- (i) Control and administer the children's section of the club.
- (ii) Ensure appropriate schools are kept advised of the club's activities.
- (iii) Convene a children's section working party.
- (iv) Encourage members to attend coaching clinics.

(c) Secretary:

The Secretary shall:

- (i) Keep a record of all proceedings of meetings.
- (ii) Keep a record of attendance at Executive meetings.
- (iii) Conduct Club correspondence as required.
- (iv) Issue notices of meetings and prepare agendas.
- (v) Submit the Annual Report and Balance Sheet to the Secretary of Incorporated Societies and to the Secretary, Otago Centre of Athletics

- New Zealand.
- (vi) Notify new members of their membership.
- (vii) Lodge completed Minute Books and Copies of Club Newsletters with the Hocken Library.

(d) Treasurer:

The Treasurer shall:

- (i) Submit an audited Income and Expenditure Account and Balance Sheet made up to the 31st day of July in each year to the Annual General Meeting.
- (ii) Be responsible for the collection of all monies due to the Club.
- (iii) Deposit all monies received in the Club's bank account(s).
- (iv) Expend all the funds of the Club as may be determined by the Executive. All cheques shall be signed by any two of Secretary, President or Treasurer.
- (v) Present a statement of bank funds at each Executive Meeting.
Maintain a register of members, including their financial situation with the Club.
- (vi) Be responsible for registering athletes with the Otago Centre.
- (vii) In consultation with such members of the executive as necessary submit a budget or estimates as part of the annual plan.

(e) Vice President:

The Vice President shall:

- (i) Perform the duties of the president in his/her absence.
- (ii) Act as a club representative to Athletics Otago.
- (iii) Attend Athletics Otago meetings
- (iv) Report on Athletics Otago activities to the executive.

(f) Athletics Otago Representatives:

The Athletics Otago Reps shall:

- (i) Attend Athletics Otago Meetings.

(g) Finance Working Party:

The executive shall appoint a finance working party to assist the treasurer. This party shall ensure that an accurate active members list is maintained, collect fees due to the club, administer petty cash, operate a triplicate receipt book, obtain registration numbers and perform any other duties that the treasurer deems suitable.

(h) Assistant Secretary:

The executive shall appoint an assistant secretary to undertake such duties as the secretary sees fit. This person will act as secretary in her/his absence. The assistant secretary may attend executive meetings as an ex-officio member of the executive.

2. DUTIES OF CONVENORS:

(a) Within one week of the AGM the required convenors shall be appointed. Convenors may be appointed to work with one or more managers at the same time. Suggested convenors below:

- (i) Races & Events.
- (ii) Fundraising.
- (iii) Coaching.
- (iv) Communications.
- (v) Social.
- (vi) General.
- (vii) Duties.

(b) These convenors do not need to members of the executive.

(c) Duties of Convenors:

(i) Races & Events.

(a) In consultation with manager(s) appoint working parties or co-ordinators. Suggested parties below

- 1) Selection
- 2) Handicapping
- 3) Pack Co-ordinator
- 4) Travel Co-ordinator
- 5) Afternoon Teas Co-ordinator
- 6) Timekeeping Co-ordinator
- 7) Marshalling Co-ordinator
- 8) Race entry Co-ordinator
- 9) Trophy Stewart
- 10) Uniform Co-ordinator
- 11) Accommodation Co-ordinator
- 12) Co-ordinators for specific events

(b) Regularly report to manager(s) on activities and contribute to the executive reports.

(c) Contribute to creation of the annual plan.

(ii) Fundraising.

(a) In consultation with manager(s) appoint suitable members of a fundraising working party.

(b) Co-ordinate all fund raising activities, ensuring that funding contributors are not over visited.

(c) Publish a list of the types of events at which the executive may provide financial support for club members.

(d) Regularly report to manager(s) on activities and contribute to the executive reports.

(e) Contribute to the creation of the annual plan.

(iii) Coaching.

(a) Co-ordinate activities of club coaches.

(b) Monitor the development of coaches and recommend courses.

(c) Conduct regular meetings of club coaches to provide advice, assistance and to keep abreast of activities.

(d) Regularly report to manager(s) on activities and contribute to the executive reports.

(e) Contribute to the creation of the annual plan.

(iv) Communications:

(a) In consultation with manager(s) appoint a sweatrag editor.

(b) In consultation with manager(s) appoint a recruitment officer.

(c) In consultation with manager(s) appoint an internal communications and liaison officer.

(d) In consultation with manager(s) appoint an external communications and liaison officer.

(e) Regularly meet with this communications group to discuss activities and members feelings and opinions.

(f) Regularly report to manager(s) on activities and contribute to

the executive reports.

(g) Contribute to the creation of the annual plan.

(v) Social:

(a) In consultation with manager(s) appoint a suitable social working Party.

(b) Organise a programme of regular and varied social events to cater for all age groups in the Club.

(c) Regularly report to manager(s) on activities and contribute to the executive reports.

(d) Contribute to the creation of the annual plan.

(vi) General:

(a) In consultation with manager(s) appoint the following:

(1) Clubrooms booking officer.

(2) Childcare co-ordinator.

(3) Sports Medic.

(4) Asset maintenance officer.

(b) Regularly report to manager(s) on activities and contribute to executive reports.

(c) Contribute to the creation of the annual plan.

(vii) Duties:

(a) Ensure sufficient club members are available to perform club duties at all track & field events.

(b) Ensure sufficient club members are available on club duty days.

3. DUTIES OF MEMBERS:

(a) Every member shall from time to time communicate to the secretary their address and all notices shall be deemed to be duly given when posted to such registered address.

4. QUALIFICATIONS:

(a) Any Member, to be eligible to take part in any club race or event, or to represent the Club in interclub events, must be a financial member. This rule may however be waived at the discretion of the executive.

(b) Members may compete in, and be eligible for, trophies in events above their age group. Only veterans, as defined by Athletics New Zealand regulations, are eligible for Veterans' trophies in their respective age groups.

5. ATTENDANCE AWARDS:

(a) Members will receive attendance awards on completing a winter season with not more than one non-participation in an official Club run, except for club, interschool, provincial or national representation.

(b) On Saturdays of Centre events when no official Club runs are held, Registered Members wishing to qualify for an attendance award must run or officiate at the event. In cases where the event is restricted to teams, Members must be in attendance.

(i) Creche supervision is counted as attendance.

(ii) When both Saturday and Sunday in one weekend are committed to a club run or competition, either one day will count.

(iii) When out of Dunedin, on no more than two occasions, written proof signed by an official of another athletics club that the member has run must be provided.

(c) It is a member's responsibility to ensure he/she is marked present.

(d) A badge will be given to those members gaining their first seasons attendance award.

(e) A year bar will be awarded for every seasons attendance award.

(I) In addition to a year bar, a silver bar will be presented to those members gaining five consecutive attendance awards.

(g) A gold bar will be presented to those members gaining 10, 15 or more (in multiples of 5) consecutive attendance awards. The bar shall be engraved with the appropriate number.

6. PRESIDENT'S AWARD:

(a) At the President's discretion, a special award may be made by him to any Member(s) for outstanding contributions to the Club.

7. CLUB UNIFORM:

(a) The uniform shall consist of singlet, shirt and shorts with the name "Hill City University" printed on the front of the singlet and shirt. The colours shall be black, yellow and Cambridge Blue.



Hill City-University Athletic Club

Incorporated Society No. 309994

COMPLAINTS POLICY

Issued 2 February 2023

Values

Everyone involved in athletics/ harriers joins with good intentions and we are all expected to do our best to treat each other with respect and comply with our policies and rules. Despite this, problems sometimes arise.

Children and young people in particular must be cared for and treated with respect and their welfare placed at the centre of everything we do.

Hill City-University Athletic Club knows everyone involved in the activity/sport is here because of a shared passion for athletics/ harriers and care for the people involved.

When people involved in sports get into disagreements it can become a serious issue. Hill City-University Athletic Club is committed to supporting everyone, including participants/ athletes, coaches, officials, volunteers, whanau, and supporters to participate in an environment that is respectful, safe, and fair.

Hill City-University Athletic Club acknowledges it is important to everyone involved to respond quickly, fairly and thoughtfully to address issues. People are entitled to raise concerns or complaints and to have them addressed promptly and fairly. No one should be punished or victimised for raising a concern or a complaint in good faith.

This policy is centred on equity, dignity, respect and maximising the potential of all people in the athletics/ harrier community. The following principles should be kept in mind when applying it:

- Respect for the culture(s) of the people involved including having culturally appropriate processes to resolve complaints and restore relationships.
- Addressing problems informally and face to face, wherever possible.
- Treating others fairly, equally and in a way that keeps their mana intact.
- Maintaining relationships and keeping each other safe.

Purpose

This policy sets out the steps for raising and dealing with concerns and complaints. It aims to:

- support people to resolve minor issues on their own
- give clear guidance for making, dealing with and resolving complaints
- make sure the approach taken to dealing with complaints is fair and consistent including enabling culturally appropriate responses and processes.

Application

Who can make a complaint?

Complaints can be made by or about anyone involved in athletics/ harriers or Hill City-University Athletic Club.

This includes: volunteers, participants/ athletes, supporters, club members, employees, service providers, and families/whānau of participants. Complaints may also be about the committee and officials of Hill City-University Athletic Club.

What can complaints be about?

Complaints may be made about things such as actions or decisions of organisation members or officials, processes not being managed well (or at all), disagreements between members, unprofessional or upsetting behaviour, or delays or failure to communicate about matters affecting a person.

Complaints may involve:

- organisation management issues
- conflicts of interest (including favouritism)
- off-field unsporting behaviour
- disrespectful behaviour
- bullying (see below)
- sexual harassment (see below)
- discrimination
- abuse of power
- health and safety risks
- offensive/insulting language or behaviour
- breaches of the club's code of conduct.

This complaints process does not apply to 'in-play' decisions (e.g., disqualification from an event), or selection or eligibility decisions.

Serious complaints (e.g., unethical, dishonest, or illegal behaviour, harassment (sexual, racial, homophobic, or otherwise) bullying, health and safety risks, unlawful discrimination, and offensive/insulting language or behaviour) may be breaches of other Hill City-University Athletic Club policies, e.g. the club's code of conduct. These breaches will be assessed and may be dealt with under this Complaints Policy and Process.

If you are unsure whether the Complaints Policy and Process applies to your situation, the Hill City-University Athletic Club Committee can provide guidance.

Guidance and support can also be sought from the Sport and Recreation Complaints and Mediation Service ("SRCMS")¹. The SRCMS is an impartial organisation independent of Hill City-University Athletic Club and will keep details of complaints confidential unless and until the complainant wishes otherwise.

The SRCMS complements the complaints policies and processes of Hill City-University Athletic Club and is a resource available free of charge to assist people to raise and resolve complaints.

¹ <https://www.sportsmediationservice.org.nz/>

Informal resolution first

People are encouraged where possible to raise concerns directly with the person who has behaved in a way causing concern.

It can be helpful to discuss the issue with a trusted friend or family member for another point of view and support before raising the concern directly with the person.

Self-managed informal resolution needs to be approached respectfully. The parties involved should have a chance to be heard and feel safe to be able to say what they want to say, keeping in mind the need to find ways to resolve issues and be able to work with one another in future. It is open to any party to have a support person involved. A support person might assist, for example, in raising the complaint with the person initially or joining a conversation between the parties.

Sometimes it is not possible to raise the concern directly, for example (a) there are safety reasons or (b) the issue is too serious to try to resolve this way or (c) the complainant wishes to remain anonymous. In these situations, people are encouraged to contact the SRCMS for guidance in raising the complaint. The SRCMS can also discuss with you issues such as anonymity and practical considerations in raising complaints. If self-managed informal resolution has not resolved the issue, it should next be raised with:

- the Hill City-University Athletic Club President, who, in consultation with those involved, will suggest a culturally appropriate process to try to resolve it. This may include holding a facilitated meeting or following a process that meets the needs of the people involved; or
- the SRCMS, which can provide the individuals involved and the Hill City-University Athletic Club Committee with:
 - (a) guidance to move the issue forward to a constructive process; and
 - (b) access to SRCMS facilitators and/or mediators should the parties wish to have a facilitated discussion.

Formal complaints resolution – advice to those with a complaint

What do I need to do?

Formal complaints should be made in writing, as soon as possible after the event(s). If you can, please use the attached Complaints Form. Where this is not possible, you can make a verbal complaint to a member of the Hill City-University Athletic Club Committee and the Hill City-University Athletic Club will assist you to put it in writing.

Who do I make the complaint to?

You have a choice. Complaints may be made directly to the Hill City-University Athletic Club President or to the SRCMS.

The SRCMS is a good option where:

- (a) it would be helpful to talk to someone in confidence before making the complaint about how best to go about it and what to expect;
- (b) you wish to remain anonymous;
- (c) there is a dispute between people that is escalating or causing problems within the athletics/ harriers area;
- (d) the committee or official that the complaint would usually be made to is involved in the issue or has a conflict of interest;
- (e) the complaint is serious or urgent in nature;
- (f) it will be important for either or both the complainant or person complained of to have the matter resolved through a culturally appropriate process; or
- (g) it would assist for one or more parties to have access to free and confidential counselling services.

If you contact the SRCMS for initial advice and wish to proceed with a complaint, you are free to move forward with the SRCMS or make it directly to Hill City-University Athletic Club.

If you choose to move forward with the SRCMS, any complaint can be made directly to it by phone or in writing. For contact details see <https://www.sportsmediationservice.org.nz>

How will I be treated?

A person making a formal complaint to Hill City-University Athletic Club can expect to be treated in line with the following principles:

Fairness: Every person dealing with a complaint will remain neutral and listen to both sides of the story.

Respect: Every person involved in a complaint will be treated and is expected to act towards others with respect, dignity and in a culturally appropriate way. Complaints will be raised and handled sensitively, with a goal to preserve relationships by acknowledging each other's role and contribution to the sport.

Communication: Every person involved in a complaint will be regularly kept up to date on progress and the outcome.

Confidentiality: Information relating to a complaint will not be shared with any other person without consent, unless fair process or the law requires the information to be shared with a person or an authority. This will be discussed with the person providing the information.

Restoration: The goal is to resolve so far as possible the particular complaint to the satisfaction of all parties, restore people's mana and maintain positive relationships within the organisation and across the sporting and wider community.

Acknowledgement: Every person admitting fault or found to be at fault after a fair process will be asked to acknowledge their fault to those harmed, acknowledge the harm and provide an apology.

Support: Both the person making the complaint and the person complained about should have access to support throughout a complaint process. Everyone involved in a process may be accompanied by chosen family/whānau and/or other support people. Any person may obtain independent legal advice or representation at any stage (at their expense).

What is the process for Hill City-University Athletic Club to resolve a complaint?

For complaints made directly to us, Hill City-University Athletic Club will promptly acknowledge receipt.

Depending on the nature of the complaint, Hill City-University Athletic Club will contact the complainant to discuss the next steps, support and any child welfare, wellbeing or safety concerns the complainant has.

Hill City-University Athletic Club will inform the complainant that the complaint (and relevant information) will be shared with:

- (a) individuals within the organisation who are responsible for addressing the complaint; and
- (b) the person or organisation complained about.

Complaints will be raised with the person complained about in a way that preserves the dignity and mana of that person, their whānau and their wider community.

If the complainant is not willing to have their complaint or identity shared with the person complained about, Hill City-University Athletic Club will advise that the complaint may not be capable of resolution to the complainant's satisfaction. In these circumstances, Hill City-University Athletic Club will suggest a referral of the complaint to the SRCMS to act as an intermediary.

If the complainant is under 18, Hill City-University Athletic Club will generally encourage the complainant to notify their parent/guardian and have a parent/guardian involved in the complaint resolution process.

If the person complained about is under 18, their parent/ guardian must be notified and must be present at any discussion about the complaint.

An appropriate person from Hill City-University Athletic Club will ask the complainant how they would like their complaint addressed, the process they would prefer and what outcome they are seeking.

The organisation will, in light of the principles on page 1 of this policy, determine a process that can accommodate the parties to the extent reasonably practicable.

Hill City-University Athletic Club may seek guidance from the SRCMS - without breaching any confidences agreed with the complainant - on the most appropriate complaints resolution process in the circumstances.

Hill City-University Athletic Club will:

- (a) identify and clearly communicate to the complainant what resolution process it proposes to use; and
- (b) talk with the complainant to seek their agreement to that process before it is put in place.

Possible resolution processes that Hill City-University Athletic Club may put in place include:

- (a) consideration of the issues raised by the person or organisation complained about and provision of a written explanation for their or its actions;

- (b) dialogue between the parties, facilitated by Hill City-University Athletic Club representative(s);
- (c) dialogue between the parties facilitated by the SRCMS;
- (d) mediation between the parties facilitated by the SRCMS (which is a structured dialogue facilitated by an expert mediator);
- (e) use of a decision-making process by Hill City-University Athletic Club; (see next section)
- (f) referral of the complaint to the SRCMS for triage and consultation with the parties to navigate from the initial complaint to an agreed resolution pathway.

Hill City-University Athletic Club will generally use process (f) where the person complained of refuses to engage and cannot be compelled to engage (for instance, because they are a supporter or volunteer with no formal links to the club).

Organisation Decision-Making Process

The following steps or considerations will apply to any decision-making process used by Hill City-University Athletic Club to resolve a complaint:

We will provide the complainant and the person or organisation complained of, in advance of the process, with an overview of the structure of the process, the identity of the decision maker(s) and expected timeframe.

We may ask the complainant and any other relevant people, including the person or organisation complained of, to give further information in a way that is comfortable to them.

The decision maker will usually meet separately with the person making the complaint and the person complained about. These meetings will be at a time and place and will be run according to a protocol/agenda that suits everyone, to the extent possible. People may be accompanied by their chosen family/whānau and/or other support people.

Hill City-University Athletic Club will try to schedule these meetings as soon as possible and ideally within four weeks of the complaint being received. Where it is not possible to meet face to face, the meeting can be held by phone or online if people agree and have access to technology.

Decisions should be made in a careful, reasoned way that is justified by the facts and is consistent with any rules that apply. The decision-maker will make their findings on the balance of probabilities.

The decision will be recorded in writing and state, in plain language,:

- the issue
- any applicable policy or rule
- the process followed
- the decision (complaint upheld or not upheld)
- the facts and any evidence relied on, including any submissions or explanations by anyone involved
- the reason for the decision

- any penalty or outcome on any party

Where the decision-maker considers that the concerns raised by the complaint and/or the outcome of the decision affect or are likely to affect the interests of other parties, Hill City-University Athletic Club will make the best endeavours to obtain the views of such parties or a representative sample of them so that the full context of the issue can be considered.

Hill City-University Athletic Club will promptly provide a copy of the decision to the person or organisation complained about and the complainant, and outline any appeal process. The outcome should be discussed so that the parties understand the decision, why it was made, and what will happen next.

Consequences of decisions

Where any complaints involve employees, should any decision relate to their employment, Hill City-University Athletic Club will treat them in accordance with their employment contracts and employment law.

Hill City-University Athletic Club will treat contractors (who are not employees) fairly, reasonably, and consistently with the terms of their contract.

Hill City-University Athletic Club will treat volunteers including coaches, officials, and officers fairly, reasonably and respectfully in making any decisions about their future conduct or participation in the sport or activity. The people affected by the decision (the complainant, the person or people complained about, family/whānau and the wider community) may have strong feelings about the outcome and the impact on their reputation, rights or mana.

Hill City-University Athletic Club will discuss what steps can reasonably be taken to restore relationships and mana of everyone involved. It will explore the need to provide support, especially if there are any concerns about health, wellbeing or safety.

All matters relating to a complaint will be recorded in writing and placed on a confidential complaint file including the formal complaint itself, any response to the complaint, notes of any meetings or conversations, relevant documents, committee minutes, the decision and any outcome.

Notifying other parties

Hill City-University Athletic Club will share the details of complaints with other parties involved in athletics/ harriers (e.g., Athletics Otago) and agencies (e.g., NZ Police or Oranga Tamariki) only in accordance with our Privacy Policy and after discussion with you. The Privacy Policy applies to complaints both before and after they have been resolved.

What is the process for resolving a complaint made directly to the SRCMS?

A complaint made directly to the SRCMS will be triaged by the SRCMS team to identify the most realistic dispute resolution pathway. Its team works impartially with all parties to seek a resolution of the matter. The SRCMS acts as a conduit between the complainant and Hill City-University Athletic Club so you can expect to receive a call or email from the SRCMS to discuss complaint resolution steps.

The SRCMS has particular expertise in managing sensitive situations and overcoming barriers to dialogue. Where Hill City-University Athletic Club is contacted by SRCMS to

advise about a complaint, we will work constructively with the SRCMS to resolve the complaint quickly and effectively.

In the event that the SRCMS suggests an independent investigation, we will consider that suggestion in accordance with the principles of this policy. If we agree to an investigation, we will engage constructively and promptly to provide all relevant information, subject to our Privacy Policy.

Complaints Form

Contact details:

Phone:

Email:

Address:

Age: ☐ Under 18 ☐ 18 Years or over

If you are making a complaint for someone else:

Name of the person complaining on behalf of:

Contact details of the person complaining on behalf of:

Complainant's role/status (highlight which applies):

- | | | |
|---|--|---|
| ☐ Participant/ athlete | ☐ Employee | ☐ Volunteer – provide details: |
| ☐ Coach | ☐ Administrator | |
| ☐ Official | | |

- | | |
|--|---|
| ☐ Parent/ caregiver | ☐ Other – provide details: |
| ☐ Support person | |

Details of the person being complained about:

Name:

Club/ Organisation:

Age: ☐ Under 18 ☐ 18 Years or over

Role/status of the person being complained about (highlight which applies):

- | | | |
|---|--|--|
| ☐ Participant/ athlete | ☐ Employee | ☐ Volunteer– provide details: |
| ☐ Coach | ☐ Administrator | |
| ☐ Official | | |
-
- | | |
|--|--|
| ☐ Parent/ caregiver | ☐ Support person |
| ☐ Spectator | ☐ Other – provide details |

Nature of complaint (tick as many as relevant):

- | | | |
|---|---|--|
| ☐ Club/Organisation management issue | ☐ Verbal abuse | ☐ Disability-based discrimination |
| ☐ Unfair decision | ☐ Physical abuse/Assault | ☐ Other discrimination – provide details: |
| ☐ Coaching issue | ☐ Sexual harassment | |
| ☐ Bullying | ☐ Racism | |
| | ☐ Homophobia | |

Date of incident(s):

Activity-type during incident:

- | | |
|--------------------------------------|---|
| ☐ Competition | ☐ Other – provide details: |
| ☐ Training | |

Location of incident:

Description of incident/Complaint (use additional sheets if required):

Details of any witnesses:

Name:

Contact details:

Name:

Contact details:

Name:

Contact details:

Action taken so far (if any) to attempt to resolve the matter, or ensure safety (Use additional sheets if required):

***If relevant: Agency contacted (including the Police):**

Who:

When:

Advice provided:

Complainant:

Name:

Signature:

Date:

This record, and any other documentation, must be kept in a confidential and safe place.