



# Concerns and Complaints Policy

Tauranga Blue Rovers Football Club

By registering with the Tauranga Blue Rovers Football Club (“TBR”, “Club”) you agree to follow our concerns and complaints policy outlined below.

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*Please note that the Club does not deal with threats of immediate physical danger from another person or suspected abuse. You should contact the police by dialling 111 if you believe that you or others are in immediate physical danger from another person. If you suspect a child is being abused it is important that you notify your local Police or Oranga Tamariki–Ministry for Children (0508 326 459).*

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## Guidelines

- Racism and sexism are unacceptable at TBR.
- Harassment is unacceptable at TBR. TBR defines harassment as repeated unwelcome, unsolicited and unreciprocated behaviour which offends, humiliates or intimidates another person.
- Conflict arises between people from time-to-time for various reasons. When addressing any concerns TBR expects that the people involved will remain respectful and professional at all times. The Club prefers to mediate issues between two parties with the aim of reconciliation and repairing the relationship. This includes mediating an agreement on how the parties will relate to each other in the future.
- Sometimes it is best to ‘sleep’ on an issue i.e., allow some time for reflection.
- Sometimes making people aware that certain behaviours are unwelcome or offensive is sufficient to resolve an issue.
- Some issues arise as a result of miscommunication and can be resolved by seeking understanding through a face-to-face conversation.
- It is helpful to record pertinent information such as the date, time, place, names of anyone involved, and a full description of the behaviour or event which took place.
- The Club does not normally deal with ‘second-hand’ information.
- The Club may impose additional conditions on club members as part of resolving a complaint. This may include but is not limited to: moving a club member to another team, removing a club member from their position with the Club, cancelling a person’s club membership, red flagging a person in the NZ Football registry or reporting the person to the police.

## Process

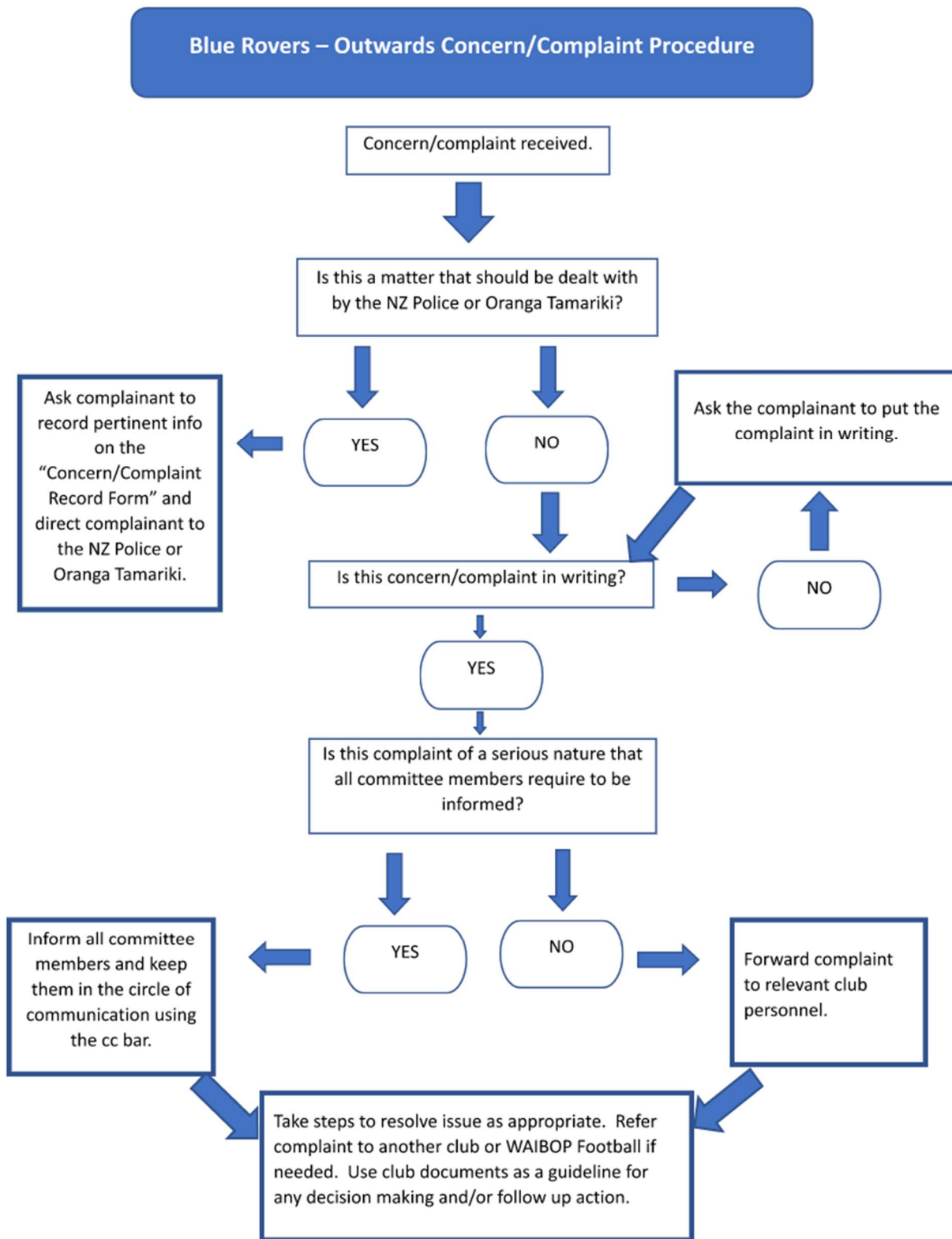
1. Use Table 1 below as a guide for who to go to when there is an issue.
2. Depending on the situation and severity, the Grade Coordinator may:
  - a. Investigate the matter further and gain background information.
  - b. Hold a meeting aimed at mediation and resolution.
  - c. Refer the matter to the Club’s Complaints Sub-committee (“CSC”).
3. The CSC is likely to include the Grade Coordinator, Director of Football and a Committee member.
4. The CSC will consider written complaints (See Table 2 below for a template) referred to the committee by a Grade Coordinator or Director of Football. The CSC will endeavour to be fair and just, giving due consideration to any parties involved. The CSC will be guided by the Club Disciplinary Action Procedure in considering a concern or complaint. The CSC may also refer complaints to another club or WaiBop Football. A complainant can expect a written response from the CSC outlining any decisions and follow-up actions.
5. Any complaints to another club or Waibop Football must come from the CSC and not from individual members.

*Table 1: Who to go to if you have an issue.*

Concern with...	Examples	Suggested Process
A player from TBR related to football.	Being mean to other players, foul play.	<ol style="list-style-type: none"> <li>1. Voice your concern to the coach.</li> <li>2. If the situation is not resolved, contact your Grade Coordinator.</li> </ol> <p>Note: children should not be approached directly.</p>
A child related to their personal welfare.	Unexplained injuries, child does not seem to have a responsible adult taking care of them.	<ol style="list-style-type: none"> <li>1. Voice your concern to the coach.</li> <li>2. If the situation is not resolved, contact your Grade Coordinator.</li> </ol> <p>Note: if you suspect a child is being abused it is important that you notify your local Police or Oranga Tamariki–Ministry for Children (0508 326 459).</p>
A player from another club.	Swearing, foul play.	<ol style="list-style-type: none"> <li>1. Voice your concern to your own team coach and/or manager.</li> <li>2. The coach or manager should decide on the best way to follow up which may involve talking to the referee or talking to the other coach.</li> <li>3. If the issue is not resolved, and/or is severe, contact your Grade Coordinator.</li> </ol>
Official from another team or club e.g., coach, referee, linesman.	Biased refereeing, disagreement over line call or rules.	
Bystander from your own or another team.	Negative side-line comments, arguing with the referee.	Note: the player/official/bystander in concern should not be approached directly.
TBR coach.	Concern over training methods, training length, coach expectations, coach losing temper, coach does not seem to be following the Balance is Better approach or Club guidelines.	<ol style="list-style-type: none"> <li>1. Voice your concern to the coach.</li> <li>2. If the situation is not resolved, and/or in severe cases, contact your Grade Coordinator.</li> </ol>
Waibop Football.	Issue with the draw, issue with game rules and regulations.	<ol style="list-style-type: none"> <li>1. Voice your concern to your own team coach and/or manager.</li> <li>2. The coach or manager may be able to provide clarification regarding the draw, rules and regulations.</li> <li>3. If deemed appropriate by the coach and manager, they may contact your Grade Coordinator for follow up through the</li> </ol>

		<p>Director of Football and Waibop Football.</p> <p>Note: Any complaints to Waibop must come from the Club staff or the Complaints Sub-committee as opposed to individual coaches, players or parents.</p>
Blue Rovers Club	Issue with trials, issue with team selection, issue with a policy.	Contact your Grade Coordinator.

Figure 1: Complaints Process Flow Chart.



The club will keep a record of the complaint (and all relative documentation with it) in the club documents.  
 Once a decision or action or non-action has been decided upon, the relevant parties will be notified of the outcome in writing.

## Complaint Record Form

This form should be used to record any of the following:

- an issue relating to inappropriate behaviour e.g., from a player, official, coach or bystander
- an issue relating to club or WAIBOP procedures.

If you need extra room for additional comments, please attach an extra page. The form should be passed on or emailed to your Grade Coordinator for follow up by the Club. You will be notified in writing of any club decisions and/or action. You may also like to refer to the club Disciplinary Action Procedure which can be found on the club website. Note: there is also an Incident Reporting Form that should be used for any injuries or damage to property.

1. Your name (and position if applicable): \_\_\_\_\_

2. Name of the person/people/organisation you have a concern for/with: \_\_\_\_\_

3. Nature of the complaint - include times, dates, location and what happened:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Details of any injuries and/or medical attention: \_\_\_\_\_

5. Details of anyone who saw what happened (and contact details if you know them):

\_\_\_\_\_

6. Any club follow up required/requested? YES / NO If yes, please provide details below:

e.g. record for future reference, referral to governing body, restorative practice, disciplinary procedures

\_\_\_\_\_  
\_\_\_\_\_

Print Your Name: \_\_\_\_\_ Contact number: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Club Record - Date received: \_\_\_\_\_ By: \_\_\_\_\_