



ATHLETICS OTAGO COMPLAINTS POLICY

Rationale: Athletics Otago is committed to providing high quality athletic competition, coaching and support to all involved in our sporting community.

When something goes wrong we need to be told about it. This will help us improve our standards and ensure concerns are heard.

Guidelines:

- If your complaint is about athletic competition or related matters please seek resolution through the meeting / event manager. Should your complaint or concern be unresolved you may make a complaint in writing to the appropriate Athletics Otago Sectional chairperson.
- Complaints involving inappropriate behaviour, harassment and discrimination will be treated seriously. Such complaints need to be made in writing and sent to the Chairperson of the Athletics Otago Board. Receipt of your complaint will be acknowledged within 5 days.
- Your complaint will be investigated by the Athletics Otago Board chairperson or delegate. You may request a meeting to discuss your complaint. This meeting is to take place within 14 days of the sending of your acknowledgement letter.
- If you do not want a formal meeting or it is not possible the chairperson will send a detailed written reply to your complaint, including suggestions for resolution. This reply will be made within 21 days of sending the acknowledgement letter.
- At this stage, if you are not satisfied, you should contact the chairperson requesting a review. An independent person within Sport Otago will be asked to review the decision.
- Athletics Otago chairperson will write to you within 14 days of receiving your request for a review confirming our final position on your complaint and explaining our reasons.