



# AUCKLAND DIVING COMMUNITY TRUST

## ADCT Complaints Policy

*ADCT is committed to ongoing learning and development*

**The Auckland Diving Community Trust (ADCT) welcomes all feedback, expressions of concern or complaints and sees these as learning opportunities to ensure club practices are safe, respectful and appropriate.**

### Core Principles

1. Divers of all ages, parents and families, ADCT employees and spectators have a right to make a complaint or voice a concern.
2. Club members should always try to resolve issues as soon as the issue arises.
3. Club members should always try to resolve issues by talking to the person directly involved, before approaching the board.
4. Complaints in relation to matters of immediate harm or safety are expedited and in these instances the ADCT Health and Safety Policy supersedes the ADCT complaints policy.
5. The process for responding to any complaint involving a coach will also comply with the requirements of ADCT as an employer.

### Complaints about coaching

6. Divers should first try to talk directly to their coach about their concern where appropriate.
7. To ensure diver-coach relationship and problem solving is promoted, parents with concerns about coaching, before advocating on their diver's behalf, if appropriate are encouraged to:
  - discuss their coaching concern with their diver,
  - ascertain the diver's view on the concern,
  - encourage the diver to speak for themselves directly with their coach.
8. If deemed inappropriate to involve the diver, the parent should speak directly to the coach and ask them questions at a time when they are not coaching.
9. If unsatisfied with the coaching complaint outcome, the parent/guardian, and their diver should speak with the CEO (Steve Gladding) or Program Manager (Ellie Price).

### Other complaints

10. Feedback, complaints and concerns are welcome on all matters that affect ADCT.
11. All complaints or concerns are directed to the ADCT Admin ([info@aucklanddiving.co.nz](mailto:info@aucklanddiving.co.nz)) so that they can be allocated to the right person on the board (eg: Health and safety officer, Treasurer)
12. Although complaints can be sent straight to the CEO ([steve@aucklanddiving.co.nz](mailto:steve@aucklanddiving.co.nz)) if:



- you and your diver are not satisfied with the outcome from the diver/coach complaint process,
  - you believe it is not appropriate for the board or admin to hear your complaint.
13. If it is not appropriate to send the complaint directly to the CEO, then the complaint may be sent to the chair of the ADCT board at [chair@aucklanddiving.co.nz](mailto:chair@aucklanddiving.co.nz) where it will be reviewed and actioned.
  14. If your complaint relates to another club member, you will need to balance things like their consent, their privacy and any risk of harm before you speak on someone else's behalf. If unsure, talk it over with the affected club member first.
  15. Diving New Zealand will also hear your complaint if you wish to go directly to them.

#### **ADCT Board process for receiving a complaint**

16. All complaints are dealt with respectfully.
17. The board requires the relevant people to try to resolve it themselves before getting involved, wherever possible.
18. Confidentiality for the person making the complaint and the privacy of all those involved is respected.
19. The board member allocated to the complaint will add it to the agenda of the next board meeting.
20. As a general rule, the board collectively discusses any complaint to ensure consensus, fairness and consistency.
21. However the club member involved, the chair or assigned board member may limit a review of a complaint to only the applicable board member and/or the chair.
22. Anonymity will limit the ability to use a complaint as an opportunity for learning so the board cannot receive anonymous complaints.

#### **ADCT Board process for resolving a complaint**

23. All complaints are treated as learning opportunities for making ADCT the best club it can be.
24. The allocated board member may need to gather further information from other parties to appropriately review the complaint. The person who has submitted the complaint will be included in any decisions about involving others.
25. All complaints are resolved using principles of natural justice: freedom from bias on the part of the person making the decision/judgment; and transparency and fairness of the procedure.
26. Complaints are responded to in writing if this is requested by any of the parties involved or the board considers it appropriate.
27. Following a complaint, the board is required to consider how the complaint and the outcome can contribute to improving ADCT practices, policies and operations.



# AUCKLAND DIVING COMMUNITY TRUST

CEO:

Date: 11/10/2023

Next review date: 11/10/2024