

Resolution Process for a Sporting Concern or Complaint Procedure



Sacred Heart
Girls' College
HAMILTON

Do you have an concern or complaint that involves a particular sporting code?
Follow the steps below to resolve the matter.

STEP 1: CONTACT THE COACH OR MANAGER

In the first instance, if the Coach or Manager of the team is an adult and you feel you can discuss and approach the matter in a calm, responsible manner, then contact the Coach or Manager directly. If the Coach or Manager of the team is a Sacred Heart student, then go straight onto **Step 2**.

If your concern or complaint involves the Coach or Manager and they are also the Code Coordinator and you feel you can not approach them directly, please move onto **Step 3**.

STEP 2: CONTACT THE CODE COORDINATOR

Email the Code Coordinator responsible for the sport. If your concern or complaint involves the Code Coordinator and you feel you can not approach them directly, please move onto **Step 3**. Indicate in your email:

- Sport
- Time
- Place
- Who is involved
- Any other relevant information

In response:

- The Code Coordinator will respond within 48 hours of the email being received, advising next steps. Further investigation and consultation will be carried out as required.
- The Code Coordinator will then either arrange a face-to-face meeting or reply to your email to address the concern or complaint you have raised. Be prepared to listen to all points of view.
- Please provide prompt feedback to the Code Coordinator as to whether you are satisfied or not, to ensure the matter has been resolved. If the matter is not resolved, please move onto **Step 3**.

STEP 3: CONTACT THE DIRECTOR OF SPORT DEVELOPMENT

Email the concern or complaint to the Director of Sport Development: mmcalley@shgcham.school.nz

If your concern or complaint involves the Director of Sport, please move to **Step 4**.

Indicate in your email:

- Sport
- Time
- Place
- Who is involved
- Any other relevant information

In response:

- The Director of Sport Development will respond within 48 hours of the email being received, advising next steps.
- Further investigation and consultation will be carried out as required.

- The Director of Sport Development will then arrange a face-to-face meeting or reply to your email to address the concern or complaint you have raised. Be prepared to listen to all points of view.

At this point, if a mutual understanding can not be agreed upon, the Director of Sport will involve the Senior Leadership Team, **Step 4**.

STEP 4: DIRECTOR OF SPORT DEVELOPMENT CONTACTS THE SENIOR LEADERSHIP TEAM

The Director of Sport Development will share all relevant information/emails with the Senior Leadership Team.

- The Senior Leadership Team will consider all relevant information and be in contact with you within 48 hours to discuss the concern or complaint.
- Further investigation and consultation will be carried out as required.
- The matter may be referred back to the Director of Sport Development or Code Coordinator, particularly if the process has not been followed.

CODE COORDINATOR CONTACTS

E: mmcalley@shgcham.school.nz

Hockey
Basketball
Rugby
Water Polo
Athletics
Basketball
Touch
Rowing
Rock Climbing
Swimming
Muay Thai

E: cwesselon@shgcham.school.nz

Football
Futsal
Cheerleading
Volleyball

E: eseager@shgcham.school.nz

Netball
Equestrian
Lacrosse
Badminton