
Peak Respect Snow-Pact – Complaints Process

INTRODUCTION:

With the support of Affiliated Clubs and Resort Partners, Snow Sports NZ has developed **Peak Respect Snow-Pact**, to build trust and mutual respect through open and honest actions/behaviours and to work together with purpose.

Adherence to **Peak Respect Snow-Pact** will ensure our people are protected and supported, as it provides clarity of what is acceptable behaviour at Snow Sports NZ Competitive Events.

COMPLAINTS PROCESS:

Everyone involved with Snow Sports NZ sanctioned events participates with good intentions and we are all expected to do our best to treat each other with respect and comply with the terms and conditions. Despite this, problems sometimes arise.

Snow Sports NZ 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 those addressed promptly and fairly.

No one should be punished or victimised for raising a concern or a complaint in good faith. The following principles should be kept in mind when submitting a complaint:

- Respect for the culture(s) of the people involved including culturally appropriate processes being enabled 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.

This process 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, consistent including enabling cultural appropriate responses and processes.

WHO CAN MAKE A COMPLAINT?

Complaints can be made by or about anyone involved with Snow Sports NZ, this includes athletes, administrators, coaches and contractors.

Complaints may involve:

- organisation management issues
- conflicts of interest (including favouritism)
- disrespectful behaviour
- low-level bullying
- low-level sexual harassment
- discrimination
- abuse of power
- health and safety risks
- offensive/insulting language or behaviour

Serious complaints (e.g. unethical, dishonest or illegal behaviour, harassment (sexual, racial or otherwise) bullying, health and safety risks, unlawful discrimination, and offensive/insulting language or behaviour) should be escalated immediately to the Snow Sports NZ Chief Executive.

INFORMAL RESOLUTION FIRST

People are always encouraged to raise concerns directly with the person who has behaved in a way causing concern, unless there are safety reasons, or the issue is too serious to try to resolve it this way.

If you do not feel comfortable raising the complaint yourself, a support person can raise it with the person on your behalf. Both parties involved should have a chance to be heard respectfully 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.

If self-managed informal resolution is not successful or appropriate, it should be raised with the Snow Sports NZ Chief Executive, which, in consultation with the people involved, will put in place an appropriate process to try to resolve it.

FORMAL COMPLAINTS PROCEDURE

What do I need to do?

Formal complaints must be made in writing, as soon as possible after the event(s). Where this is not possible, the complainant should be helped by the person receiving the verbal complaint to put it in writing. The Complaints Form located at the end of this document may be helpful.

Who do I make the complaint to?

Formal complaints should be raised with the Snow Sports NZ Chief Executive or Board Chair.

How will I be treated?

A person making a formal complaint 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. Any action arising from a complaint will be reasonable in proportion to the seriousness of the complaint.
- **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 snow sports
- **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 require the information to be shared with a person or an authority. This will be discussed with the person providing the information.
- **Restoration:** The goals of the complaints process are to resolve the complaint, restore people's mana and maintain positive relationships within Snow Sports NZ and across the sporting and wider community.
- **Acknowledgement:** Every person involved in a complaint will be asked to recognise the importance of acknowledging any fault or mistakes, the hurt this has done and if necessary, give a genuine apology.
- **Support:** Both the person making the complaint and 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.

What is the usual process for resolving my complaint?

The Chief Executive will acknowledge receipt of the complaint as soon as it is received.

An initial contact will be made to discuss the next steps, support and any wellbeing or safety concerns the complainant has. The complainant will be asked how they would like their complaint addressed, the process they would prefer and what outcome they are seeking.

It is important to note that to resolve complaints fairly to everyone involved, complaints will usually be shared with the person or persons of the complaint made

against them, give them all relevant information, and discuss a process for resolving the complaint. If the person is under 18, their parent/guardian must also be notified. If the complainant is not willing to have their complaint or identity shared with the person or persons concerned, other ways to resolve the complaint will have to be discussed.

The person who made the complaint and any other relevant people may be asked to give further information in a way that is comfortable to them (face-to-face, with support person or people if desired, by phone, videocall or email).

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

The Chief Executive 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 run according to a protocol/agenda that suits everyone, to the extent possible. People may be accompanied by chosen family/whānau and/or other support people.

These meetings should take place as soon as possible and ideally within two weeks of the complaint being received. Where it is not possible to meet face to face, the meeting can be held by phone or videocall if people agree and have access to technology.

Decisions should be made in a careful, reasoned way that is justified on the facts and is consistent with any rules that apply. The decision will be recorded in writing with a simple explanation of:

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

Communicating the outcome

The Snow Sports NZ Chief Executive will provide a copy of the decision to the person or organisation the complaint is about, and the complainant, and outline any appeal process. The outcome should be discussed so the parties understand the decision and why it was made, and what will happen next.

The people affected by the decision (the complainant, the person or people complained about, family/whānau and wider community) may have strong feelings about the outcome and the impact on their reputation, rights, or mana.

There should be a discussion about what steps can be taken to restore relationships and mana of everyone involved. Support should be explored, especially if there are any concerns about health, wellbeing, or safety.

All matters related to a complaint should be recorded in writing and placed on a confidential complaint file including the complaint, any response to the complaint, notes of any meetings or conversations, relevant documents, committee minutes, the decision, and any outcome. The details of all complaints will be kept confidential unless otherwise agreed between the parties.



Peak Respect Snow-Pact Complaints Form

Contact Details

Name: _____

Phone: _____

Email: _____

Age: _____

If you are making a complaint for someone else

Name of person complaining on behalf of _____

Contact details of person complaining on behalf of _____

Complainants Role at Sanctioned Event

Athlete
 Parent

Coach
 Official

Athlete Administrator Coach Contractor Volunteer

Parent Guardian Support person

Details of person complained about

Name: _____

Nature of complaint

Formal Informal

Peak Respect – what Terms & Conditions was allegedly breached.

Integrity & Respect
 Event & Mountain Rules
 Staying in your Lane

Social Media
 Wellbeing & Safeguarding
 Clean Sport

Details

Please continue on a separate page if required

Sanctioned Event alleged Breach took place

Competition

Training

Other (provide details)

Description of incident/Complaint

Please continue on a separate page if required

Details of witnesses

Name: _____

Phone: _____

Email: _____

Age: _____

Action taken so far (if any) to attempt to resolve matter, or ensure safety

Please continue on a separate page if required

Complainant

Name: _____

Date: _____

Signature: _____