



Hamilton Wanderers Junior Complaints Process

The Hamilton Wanderers Football Club (HWFC or the 'Club' below) can only function because of the involvement and dedication of its members whether they are volunteers, team officials, players or their families. The vast majority of these HWFC members have our children and players' best interest at heart, but we understand that there may be occasions when some of them act in contravention of our Code of Conduct or other rules and policies. The process detailed here outlines the approach that HWFC will take when there are complaints.

Informal Complaints

HWFC encourages anyone with a complaint to first approach the individual involved in an effort to resolve the issue informally, and without Club involvement. We find that the vast majority of issues can be resolved in such an informal manner.

Formal Complaints

When individuals feel that they need the Club to get involved, they must express their concerns to HWFC in writing (by sending a letter to HWFC, or by sending an email to wanderersjuniors@gmail.com); HWFC will not investigate a complaint unless it has been submitted in writing. The formal written complaint must provide all details necessary for the Club to look into the matter. It must identify individuals involved, the specifics of the incident or incidents that gave rise to the complaint, the outcome you are seeking.

Process

Upon receiving a formal complaint from a complainant, KUSC will proceed as follows:

1. The Club will assign a HWFC representative to look into the matter. Because complaints can cause tension, it is the Club's position that they will be dealt with expeditiously, in the best interest of the Club, complainant and subject of the complaint.
2. The Club will acknowledge receipt of the complaint in writing.
3. Should the formal complaint lack required information the complainant will be notified and asked to provide further details. Should the required information not be provided by the complainant, he or she will be informed that no further action will be taken by the Club.
4. The HWFC representative will contact the complainant to gather additional details that were not included in the formal complaint.

5. The HWFC representative will contact the subject of the complaint to inform them of the complaint, and to seek more information.
6. At his/her discretion, the HWFC representative will contact other relevant team officials, players, families in an effort to obtain more information.
7. The HWFC representative will share the complaint and his/her findings with the HWFC Junior Committee and make recommendations. The HWFC Junior Committee will decide what action, if any, is required in dealing with the subject of the complaint or the complainant.
8. The HWFC Junior Committee decision regarding the complaint will be communicated to all affected parties, i.e. the subject of the complaint, the complainant, relevant team officials, players and families.

Criminal Offences

HWFC has no jurisdiction over criminal offenses and such offences should be reported to the police. However the Club should also be notified so that they can ensure the safety of all members and take any actions they can.

League, Fixture or Rule interpretation complaints

WAIBOP football oversees the structure, sets fixtures and is the local body of New Zealand football. If you would like to make a complaint regarding league set up, grading, fixtures or any other matter, you will need to do so in writing to the Club who will raise on your behalf, if we are unable to address ourselves.

WAIBOP will not deal with complaints that do not come through the correct channel, to ensure that your complaint is dealt with these should be sent to wanderersjuniors@gmail.com, be sure to include as much information as possible and the desired outcome or possible solutions.