

Waikato Secondary Schools Sports Association Inc. Complaint/Incident Guidelines

Complaints committee

The WSSSA Complaints Committee is made up of members of the WSSSA Executive, as well as the CE of Sport Waikato.

These guidelines are drawn from the WSSSA By-Laws (reviewed in 2023).

- The WSSSA encourage schools/RSO's to use their own complaint/incident protocols and processes where possible, without involving the WSSSA.
- In the case of the school or sporting bodies being unable to resolve an incident through their own processes, the WSSSA's process may be used.
- Any complaint or incident report submitted to the WSSSA Administrator, must come directly from a Head of Sport (or equivalent position), or Principal of the school involved.
- The WSSSA Complaints Committee will gather any evidence deemed appropriate to the complaint and depending on its nature, advise the involved parties of actions.

These guidelines are to be used in the absence of official guidelines from the relevant sport's regional body

The following table represents the WSSSA's criteria for consequences regarding a complaint/misconduct.

Behaviour Level	Behaviour	Description	Low End	Mid-Range	Top End	Maximum
1	Unsporting Behaviour	Acting in a manner contrary to the WSSSA's Code of Conduct	Censure	1 week/game	4 weeks/games	12 weeks/games
2	Dangerous Play	Acting in a manner that endangers the welfare of others	Censure	2 weeks/games	6 weeks/games	12 weeks/games
3	Verbal or Physical Abuse	Directing verbal or physical abuse towards a player, official or spectator	2 weeks/games	4 weeks/games	12 weeks/games	26 weeks/games

Appeal's committee

The Appeals committee will be made up of the WSSSA Chairperson and any two members of the Executive not on the WSSSA Complaints Committee. If the complaint involves the school/s of the Chairperson, the Deputy will step in as representative.

Appeal Guidelines and Criteria

An appeal can be made by a Principal/General Manager on behalf of their school/sporting body in accordance with the WSSSA By-Laws section 15.

- Within 5 working days of any decision being formally communicated to the school, the Principal/General Manager must submit written substantiated grounds for the appeal, including any additional evidence that may be appropriate to the incident/complaint.

Once the Appeal has been lodged, the Appeal Committee will:

- Review the appeal and reassess the recommended actions.

Depending on its nature, a final decision will then be communicated to the associated person/s involved.

Refer to the flowcharts on the next two pages to get more information on recommended actions regarding complaints.

Complaints and Incident Reporting Flow Chart

Below are the recommended guidelines for when a complaint involves a person/s involved in a WSSSA sanctioned event.

The associated schools' Head of Sport (or equivalent position) is given a written report of the complaint/misconduct within 72 hours of the incident to review and determine appropriate action.

Can the incident be resolved internally following the associated schools' procedure?
Refer to WSSSA complaint/misconduct guidelines.

NO

YES

Notify the associated RSO of the complaint/incident within 72 hours of the incident.

Schools communicate and follow internal protocols to action the complaint.

Does the RSO have a process for dealing with the complaint/misconduct?

Does either school deem the incident serious enough to notify the WSSSA of the actions taken? *(Refer to WSSSA complaints/misconduct guidelines that give recommendations to when the WSSSA should get involved)*

NO

YES

YES

NO

The RSO shares the complaint with the WSSSA Administrator who will review and depending on the level of offence may:

Follow RSO's process and inform the involved parties of the associated actions.

WSSSA and the associated RSO are informed of the outcome of the complaint and makes a record.

Action is taken following the school's agreed upon protocols and is communicated to the person/s involved.

Recommend consequences to the associated RSO following the WSSSA Misconduct guidelines.

WSSSA is informed of the outcome of the complaint and makes a record.

Does either party wish to appeal the decision?

Refer the complaint to the WSSSA Complaints Committee for their consideration and determination.

Decision is communicated back to the schools associated who inform the students of action.

Appeal is referred to WSSSA Appeal Committee who following the WSSSA Appeal guidelines, review the appeal and make a final conclusion.

School associated acts on decision. WSSSA records outcome.

The final decision is communicated to the schools associated who inform the person/s of the decision and act on any consequences.

Complaints and Incident Reporting Flow Chart

Below are the recommended guidelines for when a complaint regards a sporting body, event (league, competition etc), school.

The associated school's Head of Sport or equivalent position lodges a direct complaint to the WSSSA Administrator within 72 hours of the incident/event.
 Use the WSSSA Complaint/Incident Reporting Form.

WSSSA Administrator reviews the complaint and depending on its nature may:

