



Complaints Process Policy

In the event of a complaint in relation to any procedure, decision or grievance in regards to the Waihi Inline Hockey Club Inc the following process will be observed:

- Complaints must be made in writing to the Committee outlining the grievance in detail, and can be forwarded to any Committee member. A list of current committee members can be found on the Club's website (www.minersinlinehockey.co.nz).

Waihi Inline Hockey Club
PO Box 133
Waihi 3641

- All complaints are to be reviewed by the full Committee.
- If the complaint relates to a Committee member, the Committee member will be stood down until the investigation is completed. Based on the outcome of the investigation the Committee member will be either reinstated or disciplined accordingly.
- The outcome will be recorded in the Committee minutes and the appropriate communication will be sent to the complainant.