

COMPLAINTS & DISPUTES SERVICE



Bowls New Zealand is committed to promoting respectful behaviour and ensuring that people feel safe when interacting within the bowls community.

Bowls New Zealand has established a new complaints and disputes service, as a safe and independent way for any bowling club member to lodge a complaint, issue or dispute and have it resolved in a timely manner. This is a free service and is in addition to the complaints and disputes process available through your club or centre.

Complete the complaints and disputes form online [HERE](#)

OR

Email your complaint or dispute to complaints@bowlsnewzealand.co.nz

OR

Call the manager of the disputes and complaints service, on (09) 281 5037

WHAT CAN I COMPLAIN ABOUT?

- ✔ Unethical, dishonest, or illegal behaviour
- ✔ Harassment (sexual or otherwise)
- ✔ Bullying
- ✔ Misconduct
- ✔ Health and safety risks
- ✔ Unlawful discrimination
- ✔ Offensive / insulting language or behaviour

This complaints and disputes process DOES NOT apply to:

- ✘ Event/match decisions by umpires or Tournament controllers
- ✘ A dispute about selection for a particular team or event

(Any complaints of this nature should be directed to your bowling club, centre or event organiser)

The service is managed by Bowls New Zealand through an independent commissioner resolution process. Your privacy and confidentiality are important within this service.

WHAT CAN I EXPECT?

THE COMPLAINTS AND DISPUTES MANAGER WILL LISTEN TO YOUR COMPLAINT

The manager will tell you whether your complaint is something that can be dealt with through this process and, if not, whether there are other options for pursuing your complaint. Bowls NZ may also be able to assist in a less formal way with matters, and the manager will be able to provide suggestions in this regard.

IF THE COMPLAINT CAN BE HEARD WITHIN THE COMPLAINTS AND DISPUTES SERVICE

The manager will ensure that Bowls NZ has all the information that is necessary for your complaint to be dealt with. This includes gathering information from any additional parties referred to within the complaint.

The manager will refer you and your complaint to an independent member of the Bowls NZ Judicial Panel, referred to as a Judicial Commissioner.

The Judicial Commissioner will consider all of the relevant written information that is available before deciding if the matter is considered frivolous or vexatious, or warrants further investigation.

IF THE MATTER WARRANTS FURTHER INVESTIGATION

The Judicial Commissioner shall convene a meeting of all affected parties, consider the matter and reach a decision.

The Judicial Commissioner can impose a wide range of sanctions from a caution or warning, to bans on attending bowling clubs.

The Judicial Commissioner can also refer the matter to Bowls New Zealand for a separate investigation.

AGREEMENT OF ALL PARTIES

If you are not satisfied with the decision of the Judicial Commissioner, then you can appeal the decision to the full Bowls New Zealand Judicial Committee OR take the matter to the Sport and Recreation Complaints and Mediation Service: www.sportsmediationservice.org.nz/

If you have any questions on this service, please email complaints@bowlsnewzealand.co.nz, or call (09) 281 5037 and we will respond to your enquiry as soon as possible.