



Complaints Policy

Our Values

We strive to provide a safe, respectful, and inclusive environment for everyone involved in Artistic Swimming at the Federation level. Concerns and complaints are taken seriously and managed fairly, consistently, and respectfully — while keeping the mana of all people intact.

Purpose

This policy sets out how to raise and resolve complaints. It aims to:

- Encourage resolution of minor issues early and informally
- Provide clear steps for lodging and handling complaints
- Ensure culturally appropriate and fair processes

Who Can Complain

Anyone involved in Artistic Swimming New Zealand — athletes, parents/whānau, coaches, volunteers, officials, and supporters—may raise a complaint.

What Can Be Complained About

Complaints may involve:

- Misconduct or disrespectful behaviour
- Bullying, harassment or discrimination
- Conflicts of interest or poor governance
- Safety concerns
- Failure to follow processes or rules

Please note that complaints and issues that are linked to a Club need to go to the Club directly, and the Club would work through their procedures.

Please note this Policy does not cover selections - please refer to our Selection Policy and Appeals procedure.

Informal Resolution First

Where appropriate, concerns should first be raised directly with the person involved in a respectful manner. Support from a trusted person is encouraged. If this is not possible (e.g. for safety reasons or serious matters), skip to formal options below.

This policy has been formed based on Sports NZ Policy Templates

Making a Formal Complaint

Complaints can be made:

- To Artistic Swimming New Zealand
- To the Sport Integrity Commission <https://sportintegrity.nz/making-a-complaint/make-a-complaint>

To make a complaint directly to Artistic Swimming New Zealand, please use the Complaints Form (see next page) or request help in submitting your complaint.

We will:

- Acknowledge receipt
- Contact you to understand your concerns and preferred resolution
- Suggest a suitable, culturally appropriate process
- Treat all involved fairly, respectfully, and confidentially
- Keep everyone informed throughout the process
- Aim to resolve complaints efficiently and restore relationships

Outcomes

Complaints may result in:

- Apologies or written explanations
- Facilitated meetings or mediation
- Formal decisions and actions
- Restorative conversations

All outcomes will be documented and shared with those involved.

If the matter involves serious misconduct, safety risks, or legal issues it may be referred to the appropriate external agency (e.g. Police or Oranga Tamariki).

Complaints Form

Name:	
Role (e.g. Parent, Coach, Athlete):	
Phone:	
Email:	
Who or what is the complaint about?	
Date and location of incident (if known):	
Describe what happened and your concerns:	
Have you tried resolving this informally? If yes, how?	
What outcome are you seeking?	
Do you want support from the Sport Integrity Commission ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you want to use a culturally specific process (e.g. restorative hui)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Signature:	Date: