



HARBOUR CITY WATER HAWKS POLO

Complaints Policy or Breaking of the Code of Conduct Policy

There may be times when a player, coach, manager, parent/caregiver, committee member or other member of Harbour City Water polo may have or may appear to have broken the Harbour City Water Polo Code of Conduct.

The following Policy outlines the procedure for complaints or code of conduct breaches and is supported by the NZWP [NZWP Complaints Policy and Procedures](#) and [NZWP Conflict Resolution, Harassment and Bullying Policy](#).

Procedure

All complaints are to be emailed to secretary@harbourcityhawks.org.nz. Discussion prior to the email can be done with the Boys, Girls or U12 Convenor or Executive members to allow for support for the complainant. Harbour City Water Polo supports the [NZWP Whistleblower Policy](#).

- All complaints received in writing will be dealt with by the Executive in conjunction with other relevant Harbour City Members- such as the coach and/or manager of the team (if relevant).
- The committee will set up a meeting to action any specific complaints if it is warranted.
- The Complaints committee will set and enforce a penalty should this if needed.
- Emails must be received within 3 months of the alleged breach.

Once the complaint or Breach has been received a Disciplinary Committee will be formed that will include- Harbour City Chair, Convenor of the relevant age group involved and two Executive members or relevant club members. They will decide if a penalty is warranted and the next steps. The committee must act with haste and come together within 2 weeks of the complaint being emailed.

Penalties which may include:

- Written apology.
- Probation period.
- Suspension.
- Notification to New Zealand Water Polo.
- Expulsion from the club.
- Referral to appropriate external organisation such as NZ Police.

Once the complaint is heard and there will be a right of appeal.

Code of Conduct breach while on tournament.



There will be times when a player, manager, coach or other relevant members of Harbour City Water polo Club may break our Code of Conduct while away at a tournament such as Age Group Nationals or other tournaments. At this time the Team Manager will act within the best interest of Harbour City Water Polo and will act with the support of the Executive. The Manager of the relevant team will email secretary@harbourcityhawks.org.nz and then immediately discuss the penalty with the relevant players and their parents/caregivers and the Harbour City Chair.

Penalties which may include:

- Written apology
- Probation period
- Suspension
- Return from the tournament at the player's expense
- Notification to New Zealand Water Polo
- Expulsion from the club
- Fine