Invercargill
ROWING CLUB

IRC Complaints Policy – Flow Chart

1. Issue arises.
Complaint about behavior, decision or conduct

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2. Attempt informal resolution.
Raise issue respectfully with the person involved. Support person may be present.

Was it solved?

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Yes.
Resolution reached; case closed.

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No/Not Possible.
Safety, seriousness, anonymity.

→

Proceed to formal complaint

PHASE 2 Formal Complaint

3. Formal Complaint Submitted
(via form or IRC assistance)

Submitted to:
A – IRC committee/president

B – Sports & Recreation complaints and mediation service

→

4. IRC Initial Action

- Acknowledge complaint
- Discuss support and safety
- Inform Respondent
- Involve parents if under 18

5. Triage and Process Selection

IRC or SRCMS decide most appropriate resolution pathway

PHASE 3 – Resolution Pathways

Possible Resolution Pathways

- Facilitated Dialogue / Mediation
- Written Explanation
- IRC Decision-Making Process
- Referral to National Body (CAC)
- Referral to SRCMS

PHASE 4 – IRC Decision Process (if required)

6. Decision-making process

- Meet with both parties
- Support people allowed
- Gather information
- Decision based on balance of probabilities

7. Decision Recorded

Written record includes:

- Issue
- Process followed
- Decision (upheld/not upheld)
- Reasons
- Outcome or penalty

8. Outcome Communicated

- Both parties informed
- Appeal process explained
- Support for restoring relationships and mana

PHASE 5 – Final Outcome

9. Final Outcome

- Consequences applied fairly
- Documents stored confidentially
- Case closed