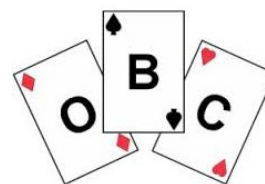


OBC Conflict & Complaints Policy



**OREWA
BRIDGE
CLUB**

Last updated: 26 August 2025

Orewa Bridge Club (OBC) is committed to supporting everyone, including all members, committee and visitors to participate in an environment that is respectful, safe, and fair.

OBC acknowledges it is important to everyone involved to respond quickly, fairly and thoughtfully to address issues and conflicts. People are entitled to raise concerns or complaints and to have them addressed promptly and fairly. No one should be punished or victimised for raising a concern or a complaint in good faith.

This policy is centred on equity, dignity, respect and maximising the potential of all people in the Club.

Purpose

This policy sets out the steps for raising and dealing with conflict, concerns and all complaints.

It aims to:

- support people to resolve minor issues on their own
- give clear guidance for making, dealing with and resolving conflict and complaints
- ensures the approach taken to dealing with conflict or complaints is fair and consistent

Application

Who can make complaints or speak of conflict? All club members, committee members, visitors and anyone working at the club.

What can the conflict or complaint be about? (Poor behaviour during play)

Conflict or complaints may be made about things such as:

- actions or decisions of organisation members or officials
- improper conduct towards any elected member of the Committee, tournament official or employee of OBC
- processes not being managed well (or at all)
- disagreements between members
- unprofessional or upsetting behaviour of members
- delays or failure to communicate about matters affecting a person/s eg. Rudeness, intimidation, threats, insinuations, negative comments concerning play and/or bidding
- being disruptive or arguing with a director's ruling
- violation of New Zealand Bridge Incorporated regulations
- unfounded accusations of unethical conduct at sessions or tournaments run by OBC
- poor behaviour during play

Formal conflict or complaints resolution - advice to those with a conflict or complaint

Formal complaints should be made in writing using the OBC Conflict and Complaint Form, within seven (7) days of the incident. Where this is not possible, you can make a verbal complaint to a OBC Committee Member who will assist you to put this conflict or complaint into writing. All conflicts and complaints will be held in the 'Conflict/Complaint Register' which will be kept in the locked office of the Club. A Disputes Sub-Committee may be formed to deal with the findings or an individual who is independent of OBC may investigate the conflict or complaint and report to the Committee their finding and recommendations. (15.6d Constitution 2025)

How will I be treated?

Fairness: The Committee will deal with a conflict or complaint and remain neutral listening to the views of all affected parties.

Respect: Every person involved in a conflict or complaint will be treated and is expected to act towards others with respect, dignity and in a culturally appropriate way. Conflict or complaints will be raised and handled sensitively, with a goal to preserve relationships by acknowledging each other's role and contribution to the event.

Communication: Every person involved in a conflict or complaint will be regularly kept up to date on progress and the outcome as stated in the OBC Constitution and any policies, codes or bylaws.

Confidentiality: Information relating to a conflict or complaint will not be shared with any other person without consent, unless fair process or the law require the information to be shared with a person or an authority. This will be discussed with the person providing the information.

There is a Conflict and Complaints Procedure process that OBC follow.

What is the process for?

For conflict or complaints made directly to the OBC within seven (7) days of the incident. The Secretary will promptly acknowledge receipt. Depending on the nature of the complaint or the conflict, the Disputes Sub-Committee will contact the complainant to discuss the next steps or concerns.

Decision Making Process

All complaints will be investigated in accordance with the OBC Conflict and Complaints Procedure

Suspension, Sanctions & Termination of Membership

A member may be suspended, sanctioned or terminated if any Member or Committee Member has engaged in misconduct, has breached or is likely to breach a duty under the current Constitution or Act, or if a Member's rights or interests as a Member have been damaged or Members' rights or interests generally have been damaged. (16.2 Constitution 2025)

Ratified by Committee:	Date
Implementation of Policy:	Date
Signed by President:	