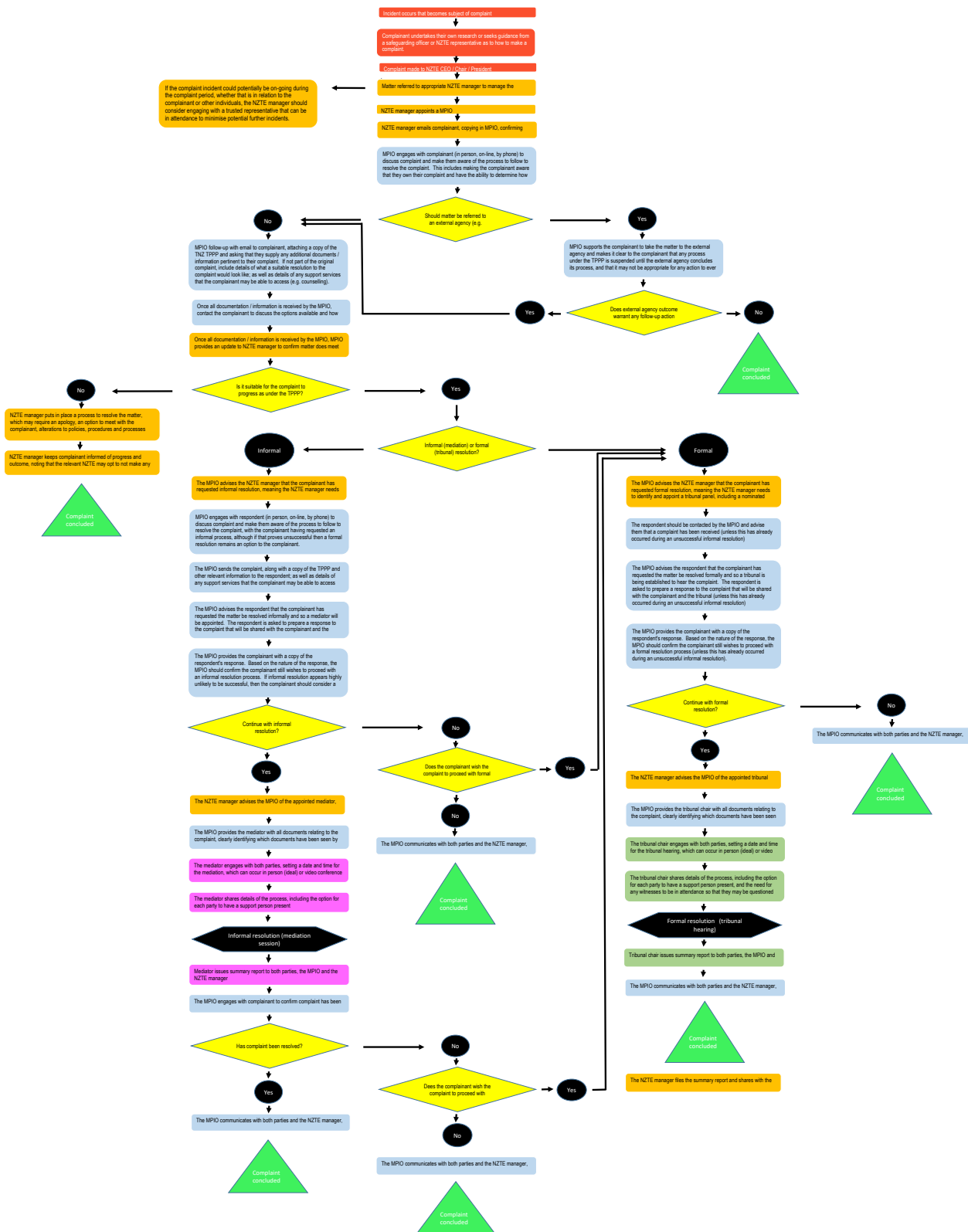


Tennis New Zealand
Tennis Participant Policy Decision Tree - Example 1

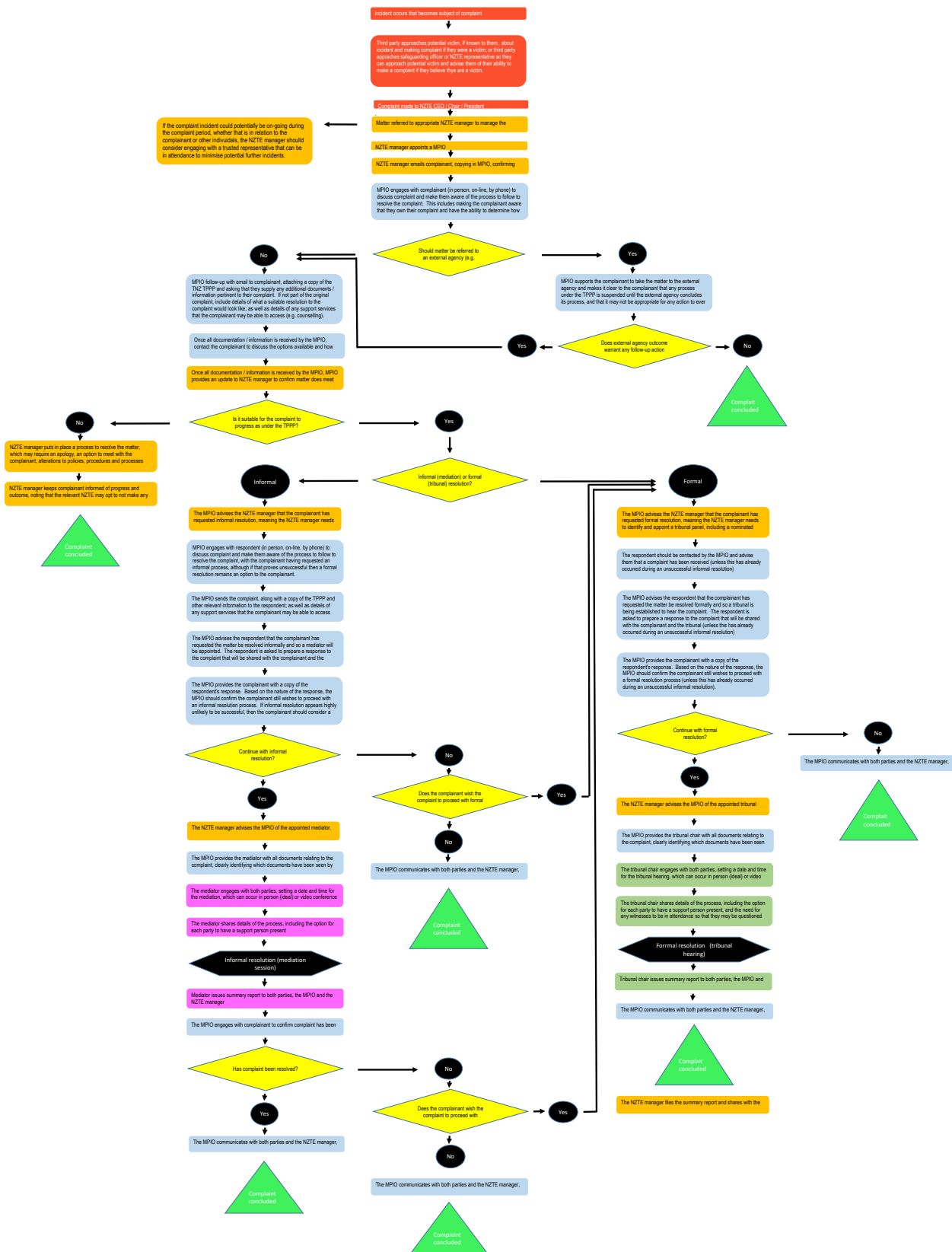
Incident involving an individual that chooses to make a complaint
Need to have options where they can make a complaint, approach a safeguarding officer for advice on how to complain or approach their local NZTE for direction



Tennis New Zealand
Tennis Participant Policy Decision Tree - Example 2

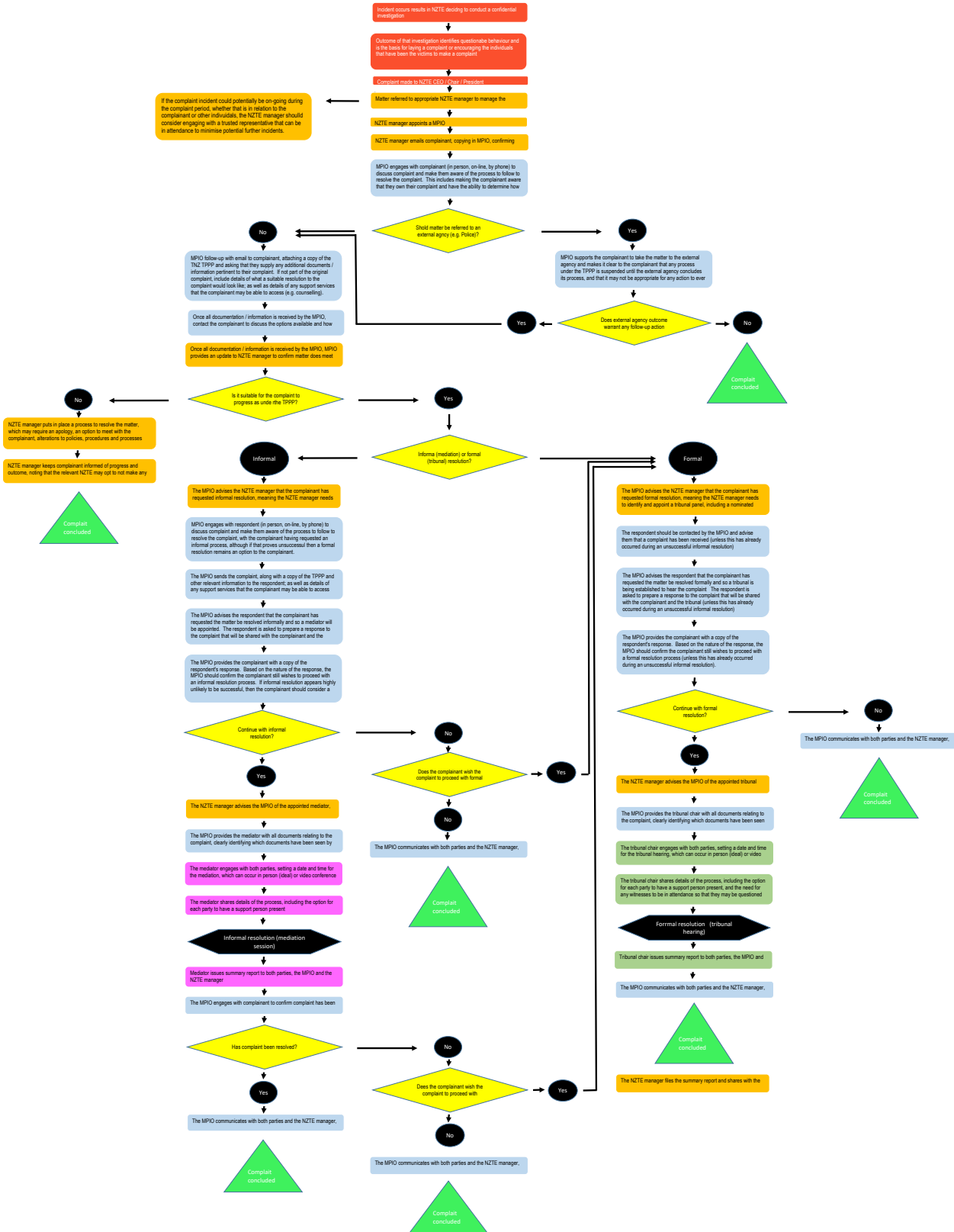
Club member witnesses something that they believe should be the subject of a complaint

Approach the individual directly if well known to them and encourage them to make a complaint if they agree something occurred or approach a safeguarding officer or the appropriate individual at an NZTE for direction as to how to proceed an potentially have them make an approach to the individual on options



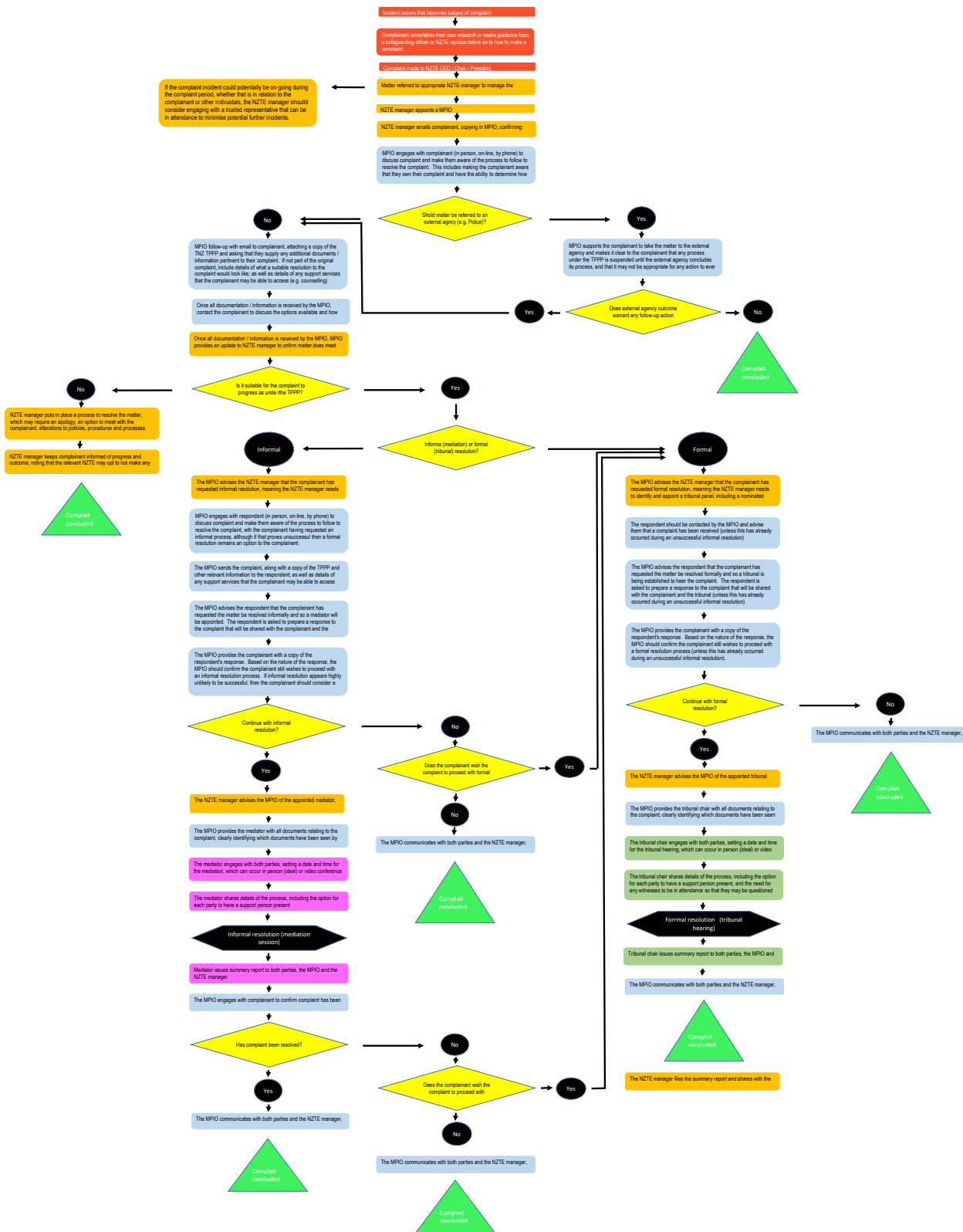
Tennis New Zealand
Tennis Participant Policy Decision Tree - Example 3

NZTE becomes aware that something that should not be occurring is or could be occurring
NZTE conducts a confidential investigation and uses the outcome of that investigation as the basis for laying a complaint or encouraging the individuals that have been the victims to make a complaint



Tennis New Zealand
Tennis Participant Policy Decision Tree - Example 4

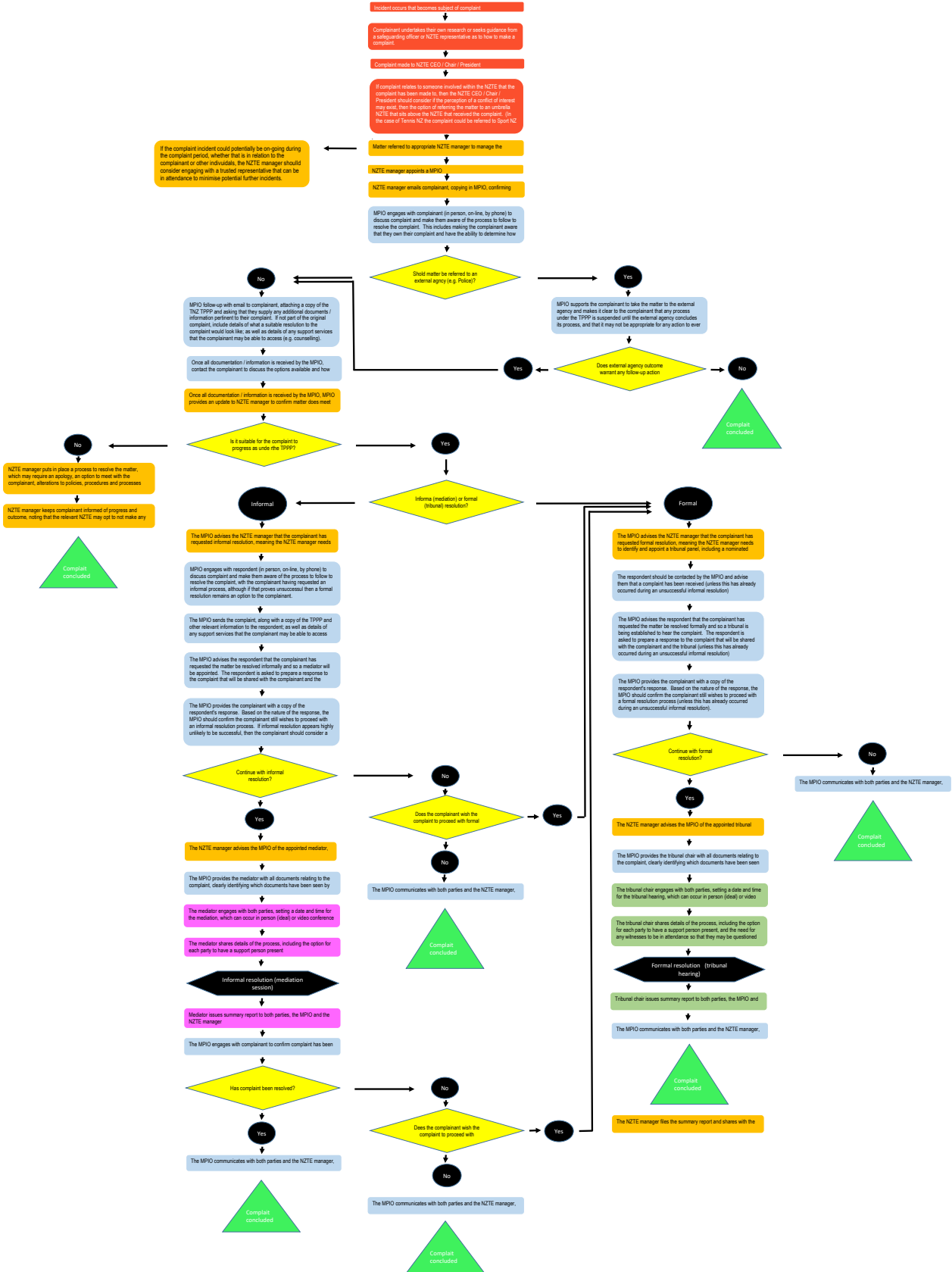
Respondent elects to make a counter-complaint
The MPIO conducts the two complaints simultaneously, noting that if either party rejects informal resolution, then the matter must go to formal resolution
The existence of a counter-complaint will become known when the respondent provides their response.



Tennis New Zealand
Tennis Participant Policy Decision Tree - Example 5

Complaint made about someone in a leadership role at an NZTE

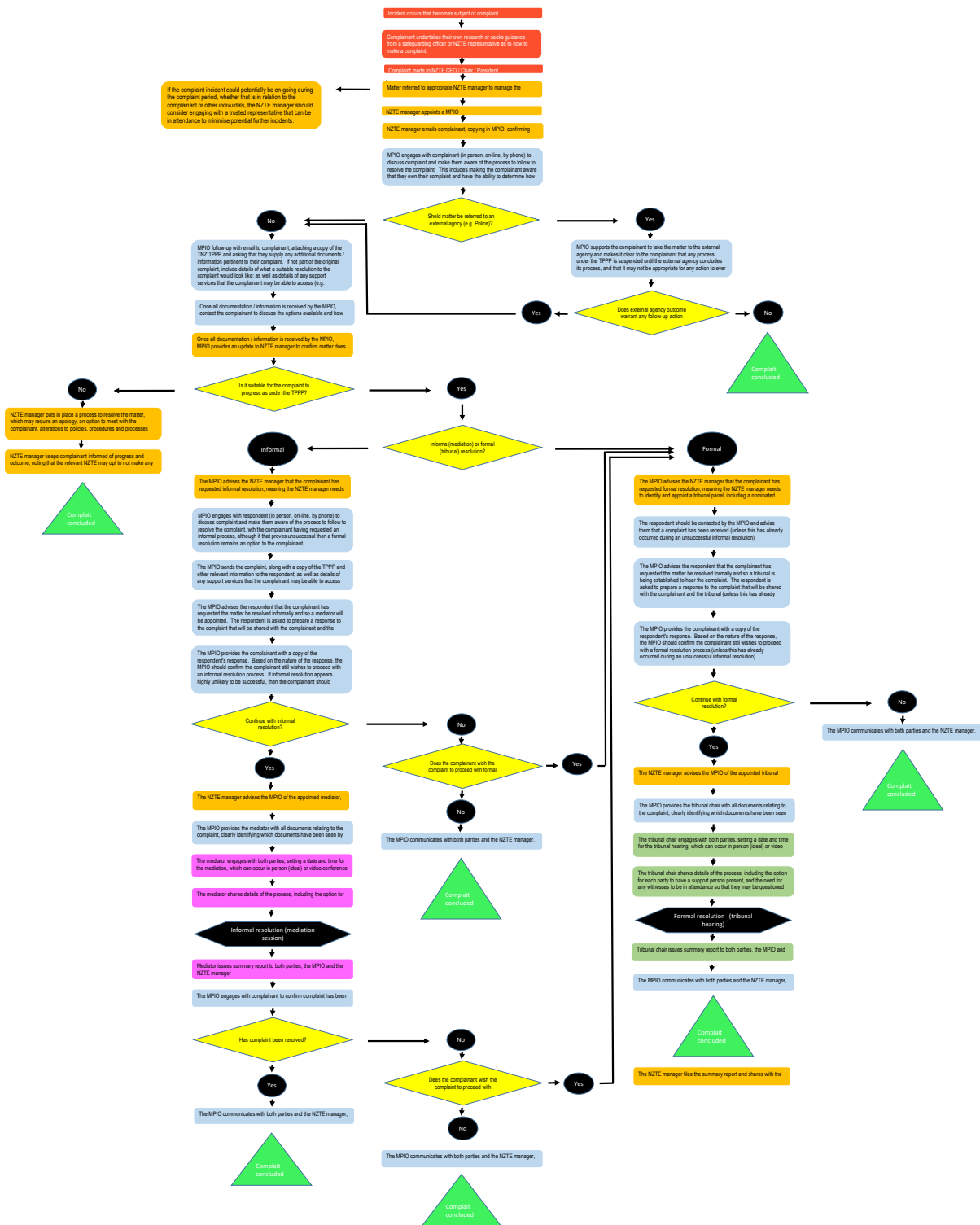
Complaint is referred to the umbrella NZTE for management to avoid any conflicts of interest / non-impartial processes



Tennis New Zealand
Tennis Participant Policy Decision Tree - Example 6

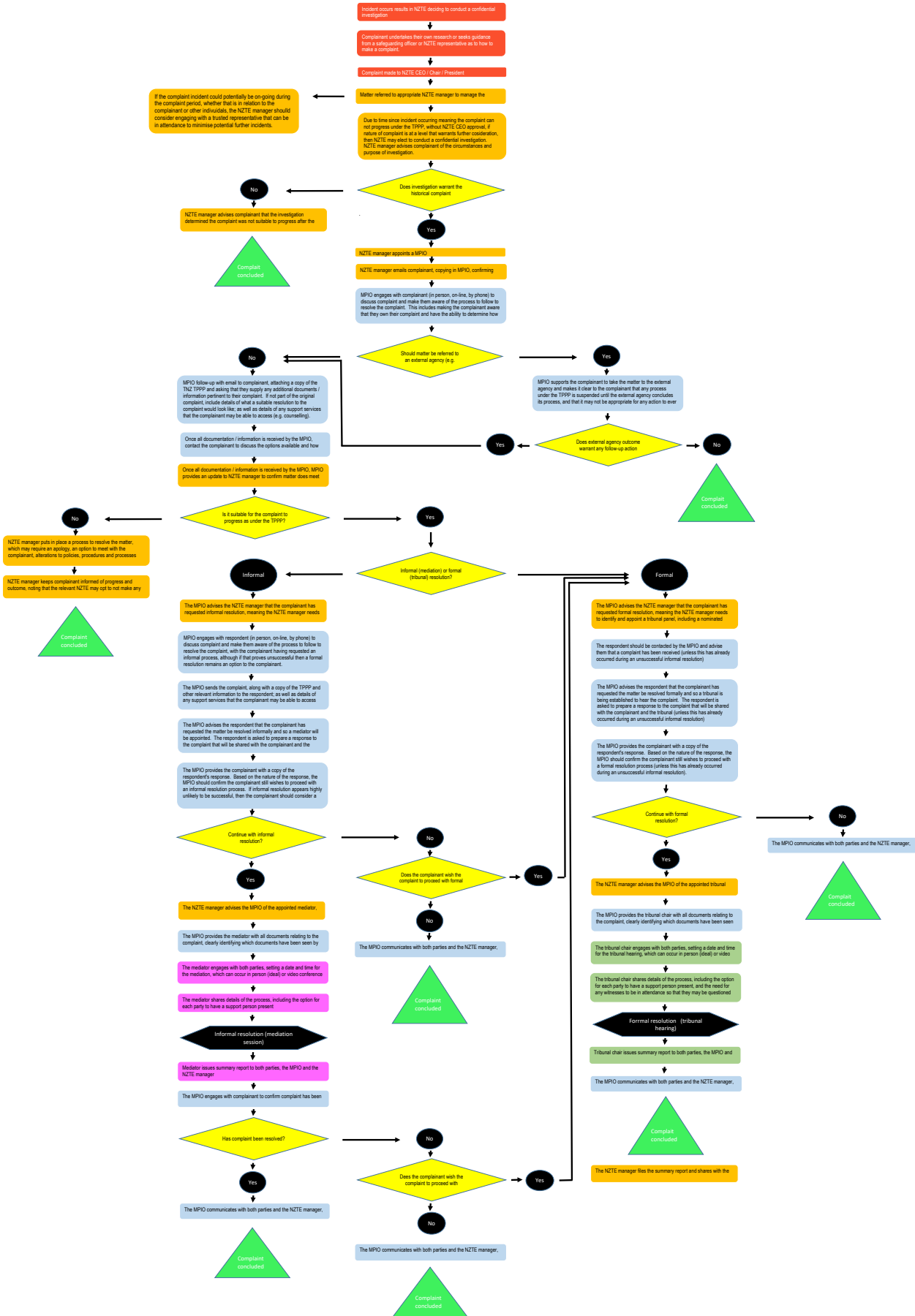
Complaint made specific to something that does not fall under the TPPP

Follow the TPPP process to confirm nature of complaint and that it does not meet TPPP requirements. This should be done once an MPIO has engaged with the complainant as it can be easy to misinterpret prior to this point in the process. For example, complaint disagreeing with exclusion of player from selection on basis of performance results versus exclusion on the basis of racial bias.



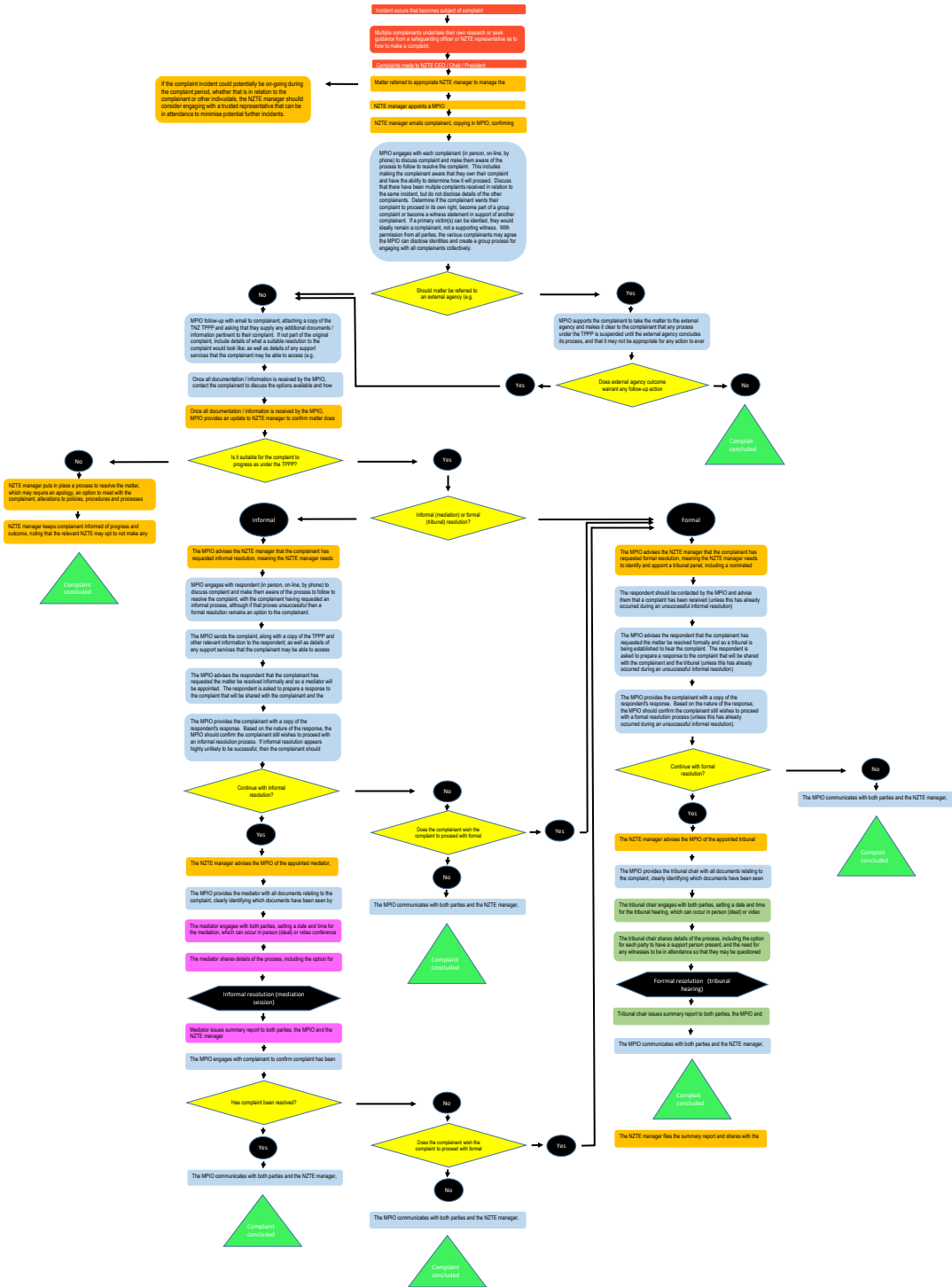
Tennis New Zealand
Tennis Participant Policy Decision Tree - Example 7

Complaint arises specific to a historical event
Use an investigation to determine the level of the complaint and whether the NZTE wishes to progress the matter further. It may simply be too long ago to address now, unless it is at the level where it should be referred to an external agency or just below that level.



Tennis New Zealand
Tennis Participant Policy Decision Tree - Example 8

Incident where multiple parties elect to make a formal complaint
This situation can encompass aspects of any other examples, if it is just complicated because multiple complaints are received. Therefore, engagement with the complainants is required to verify if multiple complaints proceed, or the complaints are merged, or one complaint becomes the primary complaint and other complainants opt to be supporting parties to the complaint, with their complaints being changed to witness statements.



Tennis New Zealand
Tennis Participant Policy Decision Tree

Incident involving an individual that chooses to make a complaint
Need to have options where they can make a complaint, approach a safeguarding officer for advice on how to complain or approach their local NZTE for direction

Club member witnesses something that they believe should be the subject of a complaint
Approach the individual directly if well known to them and encourage them to make a complaint
Approach a safeguarding officer or the appropriate individual at an NZTE for direction as to how to proceed

NZTE becomes aware that something that should not be occurring is or could be occurring
Conduct a confidential investigation
Use the outcome of that investigation as the basis for laying a complaint or encouraging the individuals that have been the victims to make a complaint

Respondent elects to make a counter-complaint
The MPIO conducts the two complaints simultaneously, noting that if either party rejects informal resolution, then the matter must go to formal resolution

Complaint made about someone in a leadership role at an NZTE
Complaint is referred to the umbrella NZTE for management to avoid any conflicts of interest / non-impartial processes

Complaint made specific to something that does not fall under the TPPP
Follow the TPPP process to confirm nature of complaint and that it does not meet TPPP requirements. This should be done once an MPIO has engaged with the complainant as it can be easy to misinterpret prior to this point in the process. For example, complaint disagreeing with exclusion of player from selection on basis of performance results versus exclusion on the basis of racial bias.

Complaint arises specific to a historical event
Use an investigation to determine the level of the complaint and whether the NZTE wishes to progress the matter further. It may simply be too long ago to address now, unless it is at the level where it should be referred to an external agency or just below that level.

Complaint made to NZTE CEO / Chair / President
Matter referred to appropriate NZTE manager to manage the complaint
NZTE manager appoints a MPIO
NZTE manager emails complainant, copying in MPIO, confirming appointment of MPIO
MPIO engages with complainant (in person, on-line, by phone) to discuss complaint and make them aware of the process to follow to resolve the complaint. This includes making the complainant aware that they own their complaint and have the ability to determine how it will proceed.
If nature of the complaint is such that it should be handled by an external agency, the MPIO supports the complainant to take the matter to the external agency and makes it clear to the complainant that any process under the TPPP is suspended until the external agency concludes its process, and that it may not be appropriate for any action to ever continue under the TPPP
MPIO follow-up with email to complainant, attaching a copy of the TNZ TPPP and asking that they supply any additional documents / information pertinent to their complaint. If not part of the original complaint, include details of what is suitable resolution to the complaint would look like, as well as details of any support services that the complainant may be able to access (e.g. counselling)
Once all documentation / information is received by the MPIO, MPIO provides an update to NZTE manager to confirm matter does meet criteria for proceeding as TPPP complaint
MPIO contact the complainant to discuss the options available and how they would like to proceed.
Options - does not meet threshold, informal resolution, formal resolution
Complainant determines how they would like their complaint to proceed
Complainant is asked to consider any edits to their formal complaint document in the knowledge that a version must be presented to the respondent

Does not meet threshold
NZTE manager puts in place a process to resolve the matter, which may require an apology, an option to meet with the complainant, alterations to policies, procedures and processes relating to the nature of the complaint
NZTE manager keeps complainant informed of progress and outcome, noting that the relevant NZTE may opt to not make any apology / changes

Informal resolution
The MPIO advises the NZTE manager that the complainant has requested informal resolution, meaning the NZTE manager needs to identify and appoint a mediator
MPIO engages with respondent (in person, on-line, by phone) to discuss complaint and make them aware of the process to follow to resolve the complaint, with the complainant having requested an informal process, although if that proves unsuccessful then a formal resolution remains an option to the complainant.
The MPIO sends the complaint, along with a copy of the TPPP and other relevant information to the respondent, as well as details of any support services that the complainant may be able to access (e.g. counselling)
The MPIO advises the respondent that the complainant has requested the matter be resolved informally and so a mediator will be appointed. The respondent is asked to prepare a response to the complaint that will be shared with the complainant and the appointed mediator
The MPIO provides the complainant with a copy of the respondent's response. Based on the nature of the response, the MPIO should confirm the complainant still wishes to proceed with an informal resolution process. If informal resolution appears highly unlikely to be successful, then the complainant should consider a formal resolution process or withdrawing their complaint
The NZTE manager advises the MPIO of the appointed mediator, including contact information.
The MPIO provides the mediator with all documents relating to the complaint, clearly identifying which documents have been seen by each of the parties to the complaint
The mediator engages with both parties, identifying a date and time for the mediation, which can occur in person (ideal) or video conference
The mediator shares details of the process, including the option for each party to have a support person present
Informal resolution (mediation) session occurs
Mediator issues summary report to both parties, the MPIO and the NZTE manager

If mediation is successful, then matter is closed
If mediation is unsuccessful, the MPIO engages with both parties, advising of next steps, which is for complainant to determine to progress to formal resolution or withdraw complaint
MPIO to confirm with complainant how they wish to proceed.

Formal resolution
The MPIO advises the NZTE manager that the complainant has requested formal resolution, meaning the NZTE manager needs to identify and appoint a tribunal panel, including a nominated chair
The respondent should be contacted by the MPIO and advise them that a complaint has been received (unless this has already occurred during an unsuccessful informal resolution)
The MPIO sends the complaint, along with a copy of the TPPP and other relevant information to the respondent, as well as details of any support services that the complainant may be able to access (e.g. counselling) (unless this has already occurred during an unsuccessful informal resolution)
The MPIO advises the respondent that the complainant has requested the matter be resolved formally and so a tribunal is being established to hear the complaint. The respondent is asked to prepare a response to the complaint that will be shared with the complainant and the tribunal (unless this has already occurred during an unsuccessful informal resolution)
The MPIO provides the complainant with a copy of the respondent's response. Based on the nature of the response, the MPIO should confirm the complainant still wishes to proceed with a formal resolution process (unless this has already occurred during an unsuccessful informal resolution).
The NZTE manager advises the MPIO of the appointed tribunal chair, including contact information.
The MPIO provides the tribunal chair with all documents relating to the complaint, clearly identifying which documents have been seen by each of the parties to the complaint
The tribunal chair engages with both parties, setting a date and time for the tribunal hearing, which can occur in person (ideal) or video conference
The tribunal chair shares details of the process, including the option for each party to have a support person present, and the need for any witnesses to be in attendance so that they may be questioned by the tribunal members
Formal resolution (tribunal session) occurs
Tribunal chair issues summary report to both parties, the MPIO and the NZTE manager

MPIO follows up with both parties, answering any questions relating to the conclusion of the complaint.
The NZTE manager files the summary report and shares with the TNZ CEO.

Opposing Complaints
Does the respondent indicate they wish to make a counter-complaint?
Does the counter-complaint relate to the same incident or a different incident?
If different, then treat as two independent complaints. If the same, then move both forward simultaneously. Both parties need to agree to proceed informally, otherwise, must be formal resolution.