



## **Integrity Process for the Ballroom Dance Community**

As of July 1, 2024, the Integrity Sport and Recreation Commission will be established in New Zealand, as a result of new legislation. The aim is to strengthen and protect the integrity of the sport and recreation system in our country. This includes providing better support and protection for participants in the sporting community to safely raise integrity matters. Further details of the new Commission can be viewed at [Integrity Transition \(https://integritytransition.org.nz/\)](https://integritytransition.org.nz/).

The New Zealand Ballroom Dance Council (NZBDC) fully supports the establishment of this independent body and its objectives. The NZBDC has developed this complaints guidance process within the current transition framework. This process is modelled on guidance and objectives from Sport New Zealand.

This guidance sets out the steps for raising and dealing with concerns and complaints. It aims to:

- support people to resolve minor issues on their own
- give clear guidance for making, dealing with and resolving complaints
- make sure the approach taken to dealing with complaints is fair and consistent including enabling culturally appropriate responses and processes
- promote a free and independent mediation and complaints service for serious complaints or complaints that cannot be resolved at the initial stage. This is the [Sport and Recreation Complaints and Mediation Service \(SRCMS\)](#).



## Who can make a complaint?

Complaints can be made by or about anyone involved in Ballroom Dance New Zealand. This includes: participants, supporters, employees, service providers, and families/whānau of participants.

Complaints may involve:

- disrespectful behaviour
- bullying
- sexual harassment
- offensive/insulting language or behaviour
- discrimination
- abuse of power
- health and safety risks
- organisation management issues
- conflicts of interest (including favouritism)

See more information about Sport NZ policies by clicking [here](#).

People are encouraged, where possible, to raise concerns directly with the person who has behaved in a way, causing concern. It can be helpful to discuss the issue with a trusted friend or family member for another point of view and support before raising the concern directly with the person. Self-managed informal resolution needs to be approached respectfully. The parties involved should have a chance to be heard and feel safe to be able to say what they want to say, keeping in mind the need to find ways to resolve issues and be able to work with one another in future. It is open to any party to have a support person involved. A support person might assist, for example, in raising the complaint with the person initially or joining a conversation between the parties.



People are encouraged to involve their studio owner, competition organiser or any other relevant person of authority where the incident(s) have occurred.

- If you have a problem at a studio, or with a teacher, you are encouraged to raise the concern with that person directly, or with the studio owner.
- If you have a problem at a Competition event, it is recommended you talk to Competition organiser first or Chair of Adjudicators.
- If you have a problem with a professional member, you can also contact their relevant professional body – NZBDC, NZFDT, NZFATD or SATD

Sometimes it is not possible to raise the concern directly, for example (a) there are safety reasons or (b) the issue is too serious to try to resolve this way or (c) the complainant wishes to remain anonymous. In these situations, the [Sport and Recreation Complaints and Mediation Service \(SRCMS\)](#) is an option for guidance in raising the complaint.

The SRCMS is a good option where:

- a) it would be helpful to talk to someone in confidence before making the complaint about how best to go about it and what to expect;
- b) you wish to remain anonymous;
- c) there is a dispute between people that is escalating or causing problems within the sport or active recreation area;
- d) the committee or official that the complaint would usually be made to is involved in the issue or has a conflict of interest;
- e) the complaint is serious or urgent in nature;
- f) it will be important for either or both the complainant or person complained of to have the matter resolved through a culturally appropriate process; or
- g) it would assist for one or more parties to have access to free and confidential counselling services.

The [Sport and Recreation Complaints and Mediation Service \(SRCMS\)](#) is a safe and independent way for anyone engaged in sport and active recreation to lodge a complaint, issue or dispute and have it resolved in a timely manner. The service is free and is open to anyone involved in community sport and recreation as well as elite sport.

The service is operated by Immediation New Zealand Limited, an online dispute resolution company which has been contracted by Sport NZ. It is wholly independent of Sport NZ, High Performance Sport New Zealand and all other sporting bodies, clubs and organisations.



### **What SRCMS does the service do?**

The service can assist individuals with a complaint or dispute in connection with sport or recreation in Aotearoa New Zealand. When an issue is raised, individuals will be provided with information on the dispute resolution options available to them, and if appropriate, will be offered early facilitation or mediation. There is no obligation to proceed with the resolution services recommended.

To submit a complaint or dispute, call 0800 493 612. Your telephone call will not be recorded.

Your call will be answered by a member of the SRCMS team who will take details of your complaint. They will then talk with you about available dispute resolution options.

All personal information received will be handled confidentially.

### **More information:**

<https://sportnz.org.nz/resources/sport-and-recreation-complaints-and-mediation-service>