

SPORT GUIDELINES

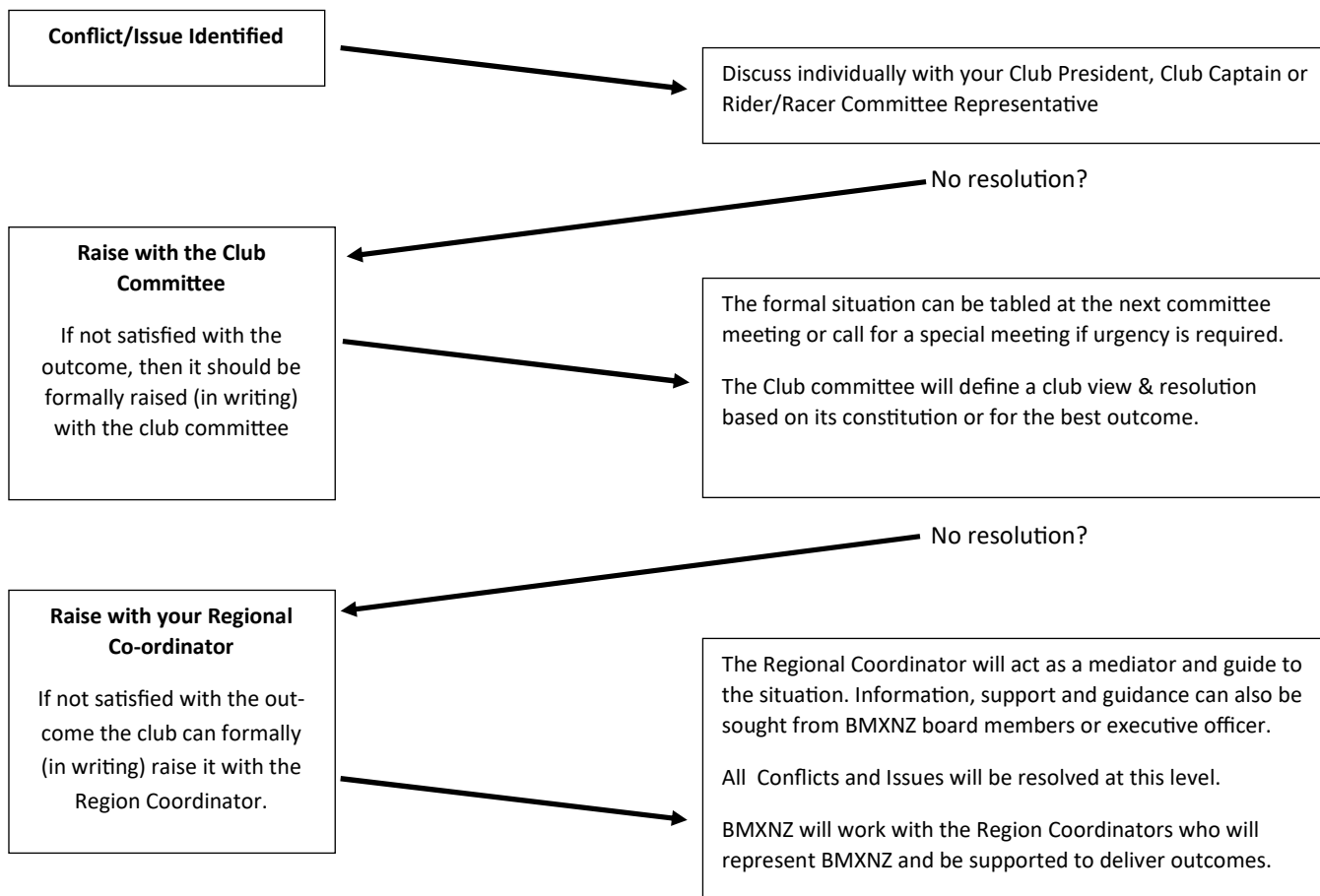
CLUB CONFLICT/ISSUE PROCESS GUIDE

The following guide to Conflict or Issue Resolution is a step by step process through the hierarchy of sport authorities. Clubs must step through each authority with the aim of finding resolution at the closest point to the Conflict or Issue.

Key points;

- Conflict/Issues need to be dealt with in a timely manner.
- Conflict/Issues should be dealt with at club level in the first instance.
- Remain calm, be open minded, be prepared to listen and take your turn to speak.
- Document and date all information and steps taken

If an Conflict/Issue cannot be resolved through respectful, calm discussion follow the steps below.



Tools/Resources to consider when resolving a Conflict or Issue:

- Club Code of Conduct & Sport Code of Conduct
- Regulations of the Sport
- Club and Region Constitutions

Other resources:

- For issues regarding **Children Protection** contact Chris Foggin - Child Protection Officer & Education Manager CNZ via email: Chris.Foggin@cyclingnewzealand.nz, Mobile: 027 507 5393
- At any time, any individual, club or organisation can contact their local **Regional Sports Organisation** for help, guidance and assistance with any situations. They have staff who can guide and provide information to help achieve a resolution.