

From: Board of Archery NZ

2<sup>nd</sup> November 2021



### Conclusions from 2020 Complaint

During the 2019/2020 season a complaint was brought to Archery New Zealand (ANZ). That complaint was poorly handled and did not follow our formal complaints process. When the complaint finding was overturned due to not following due process, the Complainants were not advised.

The Board apologises for these procedural failings and any harm that may have arisen to any parties concerned.

As a result of the handling of the initial complaint by Archery New Zealand, the Complainants took their grievance to Sports NZ who requested their complaint service (ICM) undertake a review.

This was a voluntary process that ANZ agreed to participate in to resolve the matter.

At the conclusion of the review, the ICM produced a report which was received by the Board in August this year. The Board has since met with the authors of the report.

Key statements made by the authors include:

- The report is not an evidential investigation, and the conclusions are based on their assessment of conversations with various parties. They noted a number of individuals were unwilling to participate in the process.
- ANZ need to implement clear and accessible policies regarding the complaints process, selection, and athlete well-being. ANZ may benefit from reviewing Sport NZ template documents with a view to ensuring best practice is followed.
- Training/support to be given to Board Members regarding governance and privacy, including accessing personal information pursuant to the privacy principles and managing conflicts of interest.

The ICM noted that a number of significant improvements have already been made by the Board and that there are clearly very broken relationships between individuals and ANZ, every effort should be made to improve and mend these relationships.

The Board intends to take the following additional actions with respect to the recommendations:

1. Engage with our members to seek feedback on complaints processes, selection policies, athlete well-being and age eligibility for international events.
2. Ensure that our processes are clearly documented, visible to members and we continue to seek to improve these.
3. Have Board members undertake a Privacy Training module on the Privacy Act 2020

We are committed to making improvements in our organisation and acting with integrity in our dealings.

We sincerely hope that our members will work with us in growing and developing our sport.



Archery New Zealand Inc  
[www.archerynz.co.nz](http://www.archerynz.co.nz)  
Patron: B.C. Fraser

