

New Zealand Cowboy Challenge Association Incident Policy and Formal Complaints Policy and Procedure



Incident policy

1. An INCIDENT is any act, either physical or verbal, that causes an individual to have concerns for their or another's safety or wellbeing. This also relates to animals. Incidents involving an error in judging are considered "protests" and are to follow Rule 16 in the NZCCA Rulebook.
2. Any person attending an NZCCA sanctioned event (e.g. competitor, official, spectator, organiser) can raise an issue with the event organiser or can have an incident raised about them.
3. It is the responsibility of the organiser to bring the incident to the attention of NZCCA Officials (judge or council member) to help respond to such incidents immediately or when the judge is available, i.e. within 30 minutes or between/after competitive rounds, if applicable.
4. All individuals making or involved in a complaint shall provide the organiser with their full name and contact details.
5. It is the responsibility of the organiser and, if necessary, the NZCCA Official to speak with all parties (complainant, witnesses and defendant) before making judgement on an issue.
6. All parties involved have a right to voice their side of a complaint.
7. Event organisers are responsible for determining what should be done with a valid complaint. Examples are verbal/written warnings for their own property/event, asked to leave an event.
8. Organisers are responsible for actions taken at their events; however any incidents and actions taken must be fully notified to NZCCA in writing within 7 days of the incident – send to nzccasn@gmail.com . NZCCA may take further action if seen as necessary.
9. If the complainant, event organiser and/or NZCCA Officials feel that more action needs to be taken, the information shall be sent to the NZCCA Council nzccasn@gmail.com as a Formal Complaint, following the Formal Complaints Policy and Procedure.

Formal Complaints Policy

A formal complaint against an NZCCA Member, NZCCA Official (council member or judge), a person competing as a Non-Member (as stated in the NZCCA Constitution section 5.1) or an organiser.

Formal Complaints are to be made directly to the NZCCA Council. A formal complaint can only be laid for a serious allegation. It must be emailed to nzccassn@gmail.com within 7 days of an incident. If the NZCCA Council decides it is necessary, the complainant's name and personal details may be withheld from the council member or judge involved.

All NZCCA members are representative of NZCCA and will act in a professional manner at all times during any NZCCA sanctioned event that they attend. They will abide by the Rules, Constitution and regulations of the NZCCA and meet all responsibilities as per the current Code of Conduct, NZCCA Judge Rights & Responsibilities or the responsibilities held by the NZCCA Council members.

They will not do anything to undermine Cowboy Challenge, the NZCCA or any other members, or do anything to bring these into disrepute.

A serious allegation is any act during an NZCCA sanctioned event. It is an incident, either physical or verbal, that causes an individual to have concerns for their or another's safety or wellbeing and could not be resolved on the day of the NZCCA sanctioned event. Serious allegations include claims of bullying, serious breaches in health and safety rules and a breach in confidential information being shared. This also includes alleged abuse of an animal.

Formal Complaints Procedure

Formal Complaints will be read at the next available NZCCA Council meeting. If the accused or complainant is an NZCCA Council Member, they will withdraw themselves from the initial conversation regarding the incident and any consequent conversations in regards to a decision being made about the Formal Complaint.

The formal complaint must include all information, including:

- Date, time/event round, event name and location
- Name of person/s involved
- NZCCA Members name and position on that day (judge, competitor, organiser, spectator)
- Factual details of the incident including relevant rule/regulations that has been breached

The NZCCA Member will then have the opportunity to respond to the allegation in a written format via email. If further information is needed by NZCCA, the Member may respond via video conference (Zoom meeting) with the attendance of all of the NZCCA Council members.

If no further detail is required, the NZCCA council members will make a decision regarding this Formal Complaint. Both parties will receive an email from the NZCCA Council explaining the decision made by the NZCCA Council.

Decisions can include;

- No action if the NZCCA Official has been found to not have breached any Rules or Regulations
- Additional judge training
- Alteration of judge status - a qualified judge being moved to a probationary judge for an allotted time or having an allotted number of supervised/observed judgments by a Qualified Judge
- Formal warnings, depending on the severity of the complaint - One official warning, one written/final warning before expulsion as an NZCCA Official
- Suspension from their NZCCA membership for an allotted time
- Expulsion from their NZCCA Official position, including as an NZCCA member, effective immediately.

Date reviewed: 16 May 2024