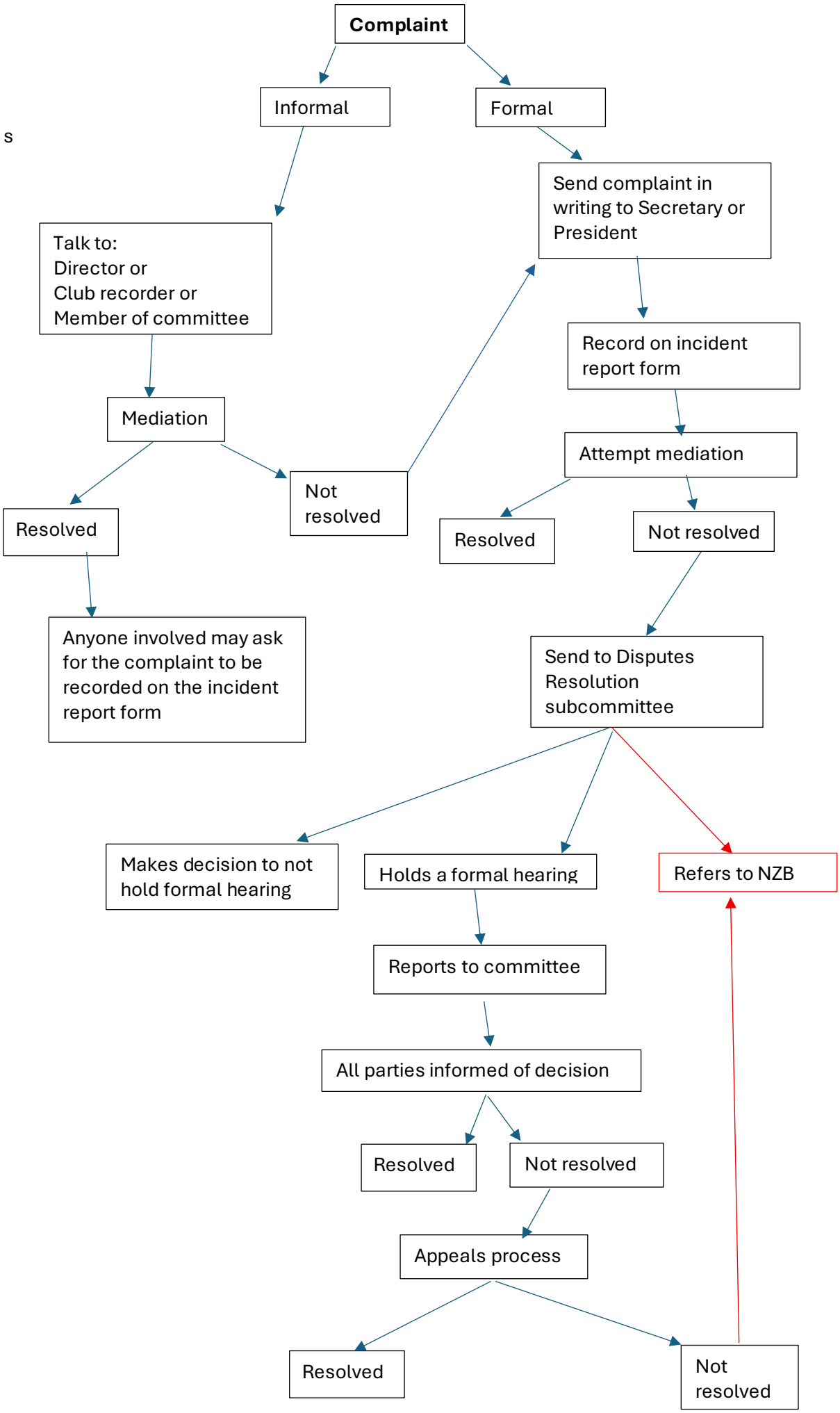
s


Complaint
Informal
Formal
Talk to:
Director or
Club recorder or
Member of committee
Mediation
Resolved
Not resolved
Anyone involved may ask for the complaint to be recorded on the incident report form
Send complaint in writing to Secretary or President
Record on incident report form
Attempt mediation
Resolved
Not resolved
Send to Disputes Resolution subcommittee
Makes decision to not hold formal hearing
Holds a formal hearing
Refers to NZB
Reports to committee
All parties informed of decision
Resolved
Not resolved
Appeals process
Resolved
Not resolved