



Christchurch Writers' Guild Incorporated

Complaints Process

Introduction

The Christchurch Writers' Guild Incorporated (CWG) Complaints Process has been designed to protect the rights of CWG members.

Purpose

The purpose of the Complaints Process is to set guidelines through which complaints are handled.

Definitions

Except for those terms specifically defined in this document or in the Constitution, the terms used shall have their usual meaning.

1. **Accused** is the person against whom the complaint is made.
2. **Code** means the Code of Conduct enacted by the CWG Committee pursuant to the Constitution.
3. **Complainant** refers to the one who has laid a complaint against another.
4. **Complaint** is an allegation against an Accused.
5. **Constitution** means the CWG Constitution.
6. **CWG** means The Christchurch Writers' Guild Incorporated.
7. **CWG Committee** means the committee of CWG as elected by the guidelines of the Constitution.
8. **Investigator** means the person appointed the role and responsibility of investigating the complaint in more detail. (The Investigator is further defined in Section 4.3 of this document.)
9. **Mediation** is a facilitated meeting between two parties to promote reconciliation or compromise.
10. **Mediator** is a person who facilitates communication between two parties (i.e. Complainant and Accused).
11. **Members** means a member of the CWG pursuant to the Constitution. This includes registered members and friends of the Guild.

The Process

1. Complaint

Complaints are made in writing to the Committee, a Committee member, or an event Sub-Committee member. This may be via email. Any information about the complaint will be passed on to the Investigator as part of the process. If the complaint is of a criminal nature, then the relevant information will be passed on to the relevant authorities.

2. Investigation and Duties of the Investigator

The first step of any complaint is that an Investigator will be appointed. The Investigator will nominally be a member of the Committee who is impartial and unbiased regarding the complaint. If no suitable Investigator can be found among the Committee, then long-standing members of the CWG will be approached. It then becomes the responsibility of the Investigator to assess the validity and full details of the complaint.

In all instances, the Investigator should raise the complaint with the Accused, in order for them to defend themselves. The Investigator must speak to all parties involved in order to get a full picture upon which to draw their findings. The Investigator should then report back to the Committee. This should be within a month of the initial complaint.

3. Complaint Against Committee Member

If a complaint is made against a committee member, that committee member must stand aside from any committee discussions regarding the complaint itself.

4. Post-Investigation

It is the responsibility of the CWG to act on the findings of the investigator.

If it is determined that mediation is required, then it is the responsibility of the CWG Committee to find an appropriate Mediator and ensure that Mediation occurs.

If it is deemed that Membership is to be removed from the Accused, then the process as laid out in Section 6 of the CWG Constitution is to be followed. This includes the right of appeal.

In all instances, the Accused, will be informed of the outcome. The Complainant will be informed that the issue has been resolved, but not necessarily of the outcome as in accordance with the Privacy Act (1993).

Supporting Acts

Below is a list of the Acts (and their affiliate links) specified in this document.

- Health and Safety at Work Act 2015
(<http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>)
- Human Rights Act 1993
(<http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html>)
- Privacy Act 1993
(<http://www.legislation.govt.nz/act/public/1993/0028/latest/DLM296639.html>)
- Copyright Act 1994
(<http://www.legislation.govt.nz/act/public/1994/0143/latest/DLM345634.html>)
- Harmful Digital Communications Act 2015
(<http://www.legislation.govt.nz/act/public/2015/0063/latest/whole.html>)