



Napier City Rovers Child Friendly Policy

Napier City Rovers want children and young people who participate in football to have a safe and happy experience. Napier City Rovers support and respect our children, young people, staff and volunteers.

Napier City Rovers listen to kids views, respect what they say and involve them when we make decisions about matters that directly involve them.

Napier City Rovers has adopted the New Zealand Football Code of Conduct which sets out the behavioural expectations of Club members, coaches, parents, referees and players in relation to their dealings with children and young people, wherein they

- Agree to abide by the NZF Code of Conduct.
- Remember that children participate in sport for their enjoyment, not the parents.
- Encourage children to participate and not force them.
- Focus on the child's efforts and performance rather than winning or losing.
- Encourage children always to compete according to the rules and to settle disagreements without resorting to hostility or violence.
- Never ridicule or yell at a child for making a mistake or losing a competition.
- Remember that children learn best by example.
- Support all efforts to remove verbal and physical abuse from sporting activities.
- Respect officials' decisions and teach children to do likewise.
- Show appreciation for coaches, officials and administrators.

Napier City Rovers shall reinforce this policy to all those Club members involved with our Junior frame works before the commencement of each season, and all Coaches and managers of Junior teams will be required to agree to this policy.

Dealing with Complaints.

If any Napier City Rovers player, parent, coach, official, club member or spectator have concerns or complaints in respect of our actions there are several courses of action available to them. They vary in degrees of formality, from self-help or informal options, to more formal approaches. These options are described below:

1. **Self-help:** This involves letting the offender know that the harassing behaviour is unacceptable and must stop. This may resolve the matter quickly and in a low-key manner. This can be done in a number of ways including:
 - Telling the person directly what behaviour is not liked and asking them to stop it;
 - Writing a letter on a "private and confidential" basis to the person identifying the behaviour and asking them to stop it;
 - Taking a support person / friend to tell the person that their behaviour must stop.



2. **Informal:** This involves getting someone to help resolve the situation. The initial contact person at Napier City Rovers is the Junior Convener. The Junior Convener will talk to the complainant about what happened and what is required to fix the situation.

They will then talk about the complaint to the person identified. If there is agreement on what happened and what will fix the situation, then the issue can be resolved confidentially between the immediate parties.

3. **Formal:** This involves writing a formal complaint to Napier City Rovers outlining:
 - Who the complaint is about;
 - What happened (including time, date, place, what was said and / or done, how often this had been said and / or done);
 - How it was responded to;
 - What impact the behaviour has had;
 - Whether anyone else witnessed the behaviour;
 - What is the desired outcome of the complaint;
 - Why, if the incident occurred more than one year ago, there has been a delay in lodging the complaint; and
 - Requesting confidentiality / approval before any action by Napier City Rovers

This complaint should be addressed to the Club Secretary, Napier City Rovers who will forward it to Napier City Rovers Chairman and Junior Convener

Disciplinary Procedure:

In-line with the Napier City Rovers Code of Conduct and this policy all complaints will be taken seriously and investigated thoroughly. The investigation could result in disciplinary action that may involve a documented warning, suspension from Napier City Rovers, limited timeframe ban or unlimited ban.

The investigation will involve the following:

- Explaining to the offender that a complaint has been received and ask for their version of events;
- Identifying any witnesses to the incident and documenting this evidence;
- Napier City Rovers Committee meeting to discuss all the evidence gathered and whether there is still information required to make a decision on the next step;
- Once the Committee have all the information and evidence they need to make a fair and reasonable decision, then they are to decide what disciplinary action if any will be taken.
- Both the offender and the complainant should be informed of the decision and the reason why the Committee came to this.

Review

This policy will be reviewed every two years and incorporate comments and suggestions from children, young people, parents, coaches and volunteers and general club members