skateboarding·nz

Complaint/Concern procedure

As a High Performance programme we are always seeking to improve, not just how we run the programme but also how we take care of our High Performance community, as such we welcome feedback on genuine concerns or complaints. We aim to be open to informal conversations and feedback the whole time, these can be with our coaches or through the High Performance Director.

Formal Concern/complaint;

To lodge a formal concern or complaint there are 2 options available, please choose the option that feels most comfortable to you;

- Option 1; Email the SBNZ High Performance Director
- Option 2; Email the SBNZ Board Chairperson

All concerns and complaints will be dealt with the utmost privacy with respect to the complaint/concern.

Severe or Unresolved Formal Complaint;

If you feel the complaint or issue requires a more independent approach, currently the NZ Sport Integrity Commission has a process to help with these complaints. Information on this can be found here; https://sportintegrity.nz/making-a-complaint