



# HARNESS RACING NEW ZEALAND INC

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## HRNZ Complaints Management Policy

**Approved By:** The Executive of Harness Racing New Zealand (HRNZ) in consultation with the Rules Sub-Committee of HRNZ.

**Date:** This policy shall supersede all previous policies relating to complaints management and shall take effect from 01 July 2008.

**Last Updated:** 01 July 2008

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## 1. Scope

This policy details Harness Racing New Zealand's (HRNZ) mechanisms for the management of any complaint from an external party.

## 2. Statement of Purpose

The key objectives of this policy are to:

- Resolve the complaint with timeliness;
- Take a positive, collaborative and consistent approach to a complaint;
- Treat the complaint with integrity and importance;
- Maintain the necessary confidentiality;
- Work towards problem solving rather than "pinpointing" blame.

## 3. Lodging a Complaint

Where a complaint is unable to be resolved by the parties concerned, a formal complaint should be made in writing (including name, address and signature) to the appropriate person below care of:

**Harness Racing New Zealand Incorporated**  
**135 Lincoln Road**  
**P O Box 459**  
**CHRISTCHURCH**

Type	Appropriate Person
Licensee	HRNZ Chief Stipendiary Steward or Chief Racecourse Inspector
Ownership Disputes	HRNZ Registrar and Keeper of the Studbook
Executive Members	Chairman of HRNZ
Chairman of HRNZ	HRNZ General Manager
Staff	HRNZ General Manager or Planning and Operations Manager
General Manager	Chairman of HRNZ
Club/Industry Body	HRNZ General Manager or Planning and Operations Manager

If a complaint is made verbally, the HRNZ staff member is instructed to document the complaint but make the complainant aware that no further action will be taken until the complaint is received in writing.

HRNZ's website ([www.hrnz.co.nz](http://www.hrnz.co.nz)) features a 'Complaints' section which contains this policy.

#### 4. Responding to Complaints

All complaints received in writing will be copied to the General Manager of HRNZ.

HRNZ will respond to complaints as follows:

1. The complaint will be logged on a complaints log maintained by the HRNZ Planning and Operations Manager.
2. The complaint will be acknowledged in writing within five working days of receipt of the written complaint by the HRNZ person responsible (as per Section 3).
3. The complaint will be investigated by the HRNZ person responsible and the following will be documented:
  - o Details surrounding the complaint;
  - o Previous attempts at a resolution (if any);
  - o Recommendation of a resolution or whether no further steps should be taken other than to inform the complainant of the outcome; and
  - o Any disciplinary actions to be taken by HRNZ (if Licensee).
4. The HRNZ person will respond to the complainant in writing with their resolution or outcome.
5. Where it is deemed that the matter might have a significant financial impact, or a regulatory, integrity or reputational impact on harness racing, the resolution must be reviewed and signed off by the General Manager of HRNZ.
6. The HRNZ General Manager will decide whether the matter needs to be alerted to the HRNZ Executive and/or HRNZ Rules Sub-committee.

Please note that HRNZ may not necessarily in all cases disclose to the complainant the outcome of any investigation, in order to preserve the privacy and confidentiality of all parties.

The matter should be brought to the New Zealand Racing Board's (NZRB) attention via the Chief Executive of NZRB, where the complaint does have an impact on the regulatory environment, integrity or reputation of the racing industry, **and** can be communicated without breaching the Privacy Act 2003 (and Amendments) and/or it will not affect the outcome of an investigation.

If unsure the General Manager of HRNZ should seek legal advice as to whether the complaint should be advised to external parties.

## **5. Further Options Available**

The HRNZ General Manager or HRNZ Executive may elect to appoint an independent person with experience in the industry to investigate the complaint and make recommendations. These recommendations may or may not be relied on in forming a final opinion on a resolution.

If the HRNZ General Manager or HRNZ Executive does not deem the complaint necessary for an independent investigation, but the complainant wishes to have the matter investigated further, it will be at the cost of the complainant.

## **6. Recommending Changes**

HRNZ will assess current policies at the conclusion of disputes to identify if any changes are required to the current policy.

Where changes are required, policies will be updated and reissued.

## **7. References**

### **HRNZ Rules and Regulations**

Before any complaint is lodged, the complainant should refer to the New Zealand Rules of Harness Racing and Regulations for guidance.

A copy of the New Zealand Rules of Harness Racing is available on the HRNZ website:

[www.hrnz.co.nz](http://www.hrnz.co.nz)

If the complainant does not have a 'paper' copy of the Rules of Harness Racing they can request a copy from HRNZ, who will accordingly provide a copy to them.

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