

COMPLAINTS AND PROTESTS PROCEDURE

The following procedure applies to the Club Championships, the Club Score Championships and events comprising the Club's Orienteer of the Year series.

- 1 A **complaint** may be made regarding infringements of the NZ Orienteering Federation's Competition Rules, so far as they apply to these events.
- 2 A complaint may be made by a competitor only, in respect of his or her course, or by the parent or guardian of a junior competitor.
- 3 A complaint shall be made, either verbally or in writing, to the controller of the event, within 30 minutes of the affected competitor finishing. The controller shall adjudicate on the complaint and the decision shall be advised to the complainant within 30 minutes. Details of the complaint and the controller's decision shall be prominently displayed immediately so that all competitors affected may be aware of the issue giving rise to the complaint and the decision. In the case of a complaint or protest made on behalf of a junior, the time requirements may be relaxed.
- 4 The controller shall deal with complaints in a manner that the controller feels is necessary to ensure the fairest result for competitors.
- 5 If a complaint regarding an element of a course is upheld, only the class containing the protestor(s) shall be invalidated.
- 6 A competitor affected by the controller's decision on a complaint may **protest** that decision. Any protest shall be made in writing to the controller within 30 minutes of the decision being displayed. In the case of a competitor completing or abandoning the course after the decision has been displayed, the time for protest by that competitor shall be extended until 30 minutes after completing or abandoning the course.
- 7 The protest shall be referred to a four-person jury comprising:
 - The event controller, who shall not be entitled to vote.
 - Three NZOF A-grade controllers present at the event but not involved with the class concerned and having no personal association with competitors in that class. If more than three are eligible, they shall themselves determine who shall act.
 - Failing the availability of sufficient A-grade controllers as above, such other members of the HBOC committee as may be present but not involved with the class concerned and having no personal association with competitors in that class. The event controller shall select such persons.
- 8 The jury shall make and announce their decision as soon as possible, given the circumstances. Their decision will be final.
- 9 No fee is payable for a complaint or protest.

Complaints and protests after the event.

- 10 Where a competitor does not have a reasonable opportunity to lodge the complaint on the day of the event, a complaint may be made within a reasonable time after the event. This procedure applies to issues that are not apparent until the results have been published. The procedure set out above, modified as necessary, also applies to complaints and protests after the event.