

Misconduct Complaints Policy

1. Lodge a Misconduct/ Complaints

1.1 Match Participant

A match participant can be any person who is a player, team member, coach, Head of Esports, or match official.

Any report from a match participant against a player, team management or spectator involved in a I-Atea Esports, tournament season or event, whether online or a LIVE LAN event, must within 24 hours of the completion of that match, tournament or event, lodge a written report with I-Atea

1.2 Other person

Any complaint from any other person relating to a I-Atea Esports sanctioned match, tournament or event must within 24 hours of the completion of that match, tournament, or event lodge their written report with corroborating evidence initially to their school's Head of Esports or member who holds an equivalent title or position.

Then within this period, the Head of Esports should choose what action to take which may include dealing with it themselves or add their endorsement and forward it to I-Atea Support for resolution.

1.3 Non-Match related

Any complaint relating to any alleged breach of I-Atea Esports Rules and Regulations, Code of Conduct, or any other matter under the jurisdiction I-Atea must within 24 hours of the alleged breach be lodged in writing with corroborating evidence initially to their school's Head of Sports, Head of Esports or Captain who holds an equivalent title or position. Then within this period, the Head of Sports, Head of Esports or captain who holds an equivalent title, should choose what action to take which may include dealing with it themselves or add their endorsement and forward it to I-Atea for resolution.

1.4 Dismissal of report/ complaint

Any complaint that is not lodged through the Principle, Head of Sports, Head of Esports or Captain with equivalent title or position nor has the endorsement of the complainant school's Head of Sport, Head of Esports, or Principle, will be dismissed.

Any report or complaint outside of the 24-hour deadline **may** be dismissed depending on the severity of the complaint.

1.5 Inform Principal of School

It is the responsibility of each school's Head of Esports or member who holds an equivalent title or position, to ensure their Principal is aware of any formal complaint and the nature of it.

1.6 Gathering evidence.

If a team/ player suspects a breach of conduct, and there is no match official present, they must continue the match and record, screenshot and gather any evidence possible until the match is finished. They can then lodge a Misconduct Complaint with I-Atea and include all evidence gathered with match time and date.

2. Complaints/ Misconduct review process

I-Atea will consider and review all such complaints and depending on the nature of the complaints and allegations shall either:

- deal with the complaint itself in consultation with the Principal(s), Head of Sport, Head of Esports or person/s of equivalent title or position and involve I-Atea staff and support.
- referred it to a Misconduct/ Disputes Panel,
- refer it to the New Zealand Esports Federation.
- Refer to I-Atea if a complaint involves the brand itself.

2.2 Guidelines

The following guidelines will be observed but with the ability to go beyond if deemed appropriate/necessary:

- I-Atea will gather any additional evidence deemed appropriate to the complaint.
- the Principal, Head of Sport, and Head of Esports of the school against whom the complaint has been made will be notified in writing of the details of the complaint including the school, organization or person bringing the complaint and the details of evidence provided.
- the Principal, Head of Sport, and Head of Esports receiving notice of the complaint will be asked to provide a written response, from one of the mentioned persons, to the I-Atea team within 24 hours of the complaint being transmitted.
- I-Atea will then and possibly New Zealand Esports Federation, determine how the complaint is to be processed and advise the involved parties accordingly.
- The NZESF will be informed of all Misconduct and Complaints against one of its members.

3. Misconduct/ Disputes Panel

The Misconduct/ Disputes Panel will consist of but is not limited to:

- A member of I-Atea
- A member of Esports Federation
- A member of Te Papatipu Matihiko
- A non-student member from a school competing in I-Atea Esports (Principle, head of sport, head of esports, teacher, staff member, or coach).

One member of the Panel will be appointed Chair for the hearing.

The persons mentioned in part c), will not be associated with either school or student involved in the allegation.

4. Misconduct/ Disputes Hearing

If a hearing is to take place with a Misconduct/ Disputes panel both schools and persons involved will be notified.

4.1 Pre-Hearing

- The principal(s), Head of Sport and Head of Esports of schools involved and any person(s) involved with the complaint will be informed of the time, date, and place of the hearing. They will be supplied with all evidence collected and invited to attend.
- All written material will be supplied to all parties above at least 48 hours prior to the hearing.
- The hearing may take place online via video conference call.

4.2 The hearing

- A member of the Misconduct/ Disputes Panel, whom has been appointed Chair of the hearing, will present the complaint and the response received from the principal of the defendant school and any other evidence provided.
- If in attendance, the principal or any person delegated by the principal of the complainant school will be invited to speak.
- If in attendance, the principal or any person delegated by the principal of the defendant school will be invited to speak.
- The panel has the opportunity to ask questions of either party.
- If appropriate and agreed to by the appointed Chair, either principal or delegate may seek leave to confidentially speak to the panel.

5. Finding and Penalties/ Sanctions

The panel will then deliberate and may give an oral finding or more likely will reserve its decision to be conveyed in writing to the parties along with any penalty/ sanction within 48 hours of the hearing.

5.1 Penalties/ Sanctions

Penalties/ Sanctions may include but are not limited to:

- no further action;
- offer to arrange mediation to attempt to resolve the complaint/ allegation;
- present a resolution to the complaint including a change in match results;
- written warnings with or without conditions;
- individual person sanctions;
- team sanction;
- school sanction
- any other sanction deemed appropriate

6. Dispute Panel Decision

Any school wishing to appeal any decision and/or sanction/penalty, by the Misconduct/ Disputes Panel must do so through its Principal, within 5 working days of any decision being formally notified and in doing so must include all the following:

- written substantiated grounds for the appeal.
- the Principal's signed endorsement of the appeal.

6.1 Appeal received.

An appeal will have deemed to have been lodged when all article 6 forms have been received by I-Atea.

The appeal will then be elevated to the NZESF as the sanctioning body of I-Atea.

7. New Zealand Esports Federation

All members of I-Atea Esports are registered members of the NZESF. As such all members fall under the regulations of NZESF- <https://www.esf.nz/regulations/>

For all misconduct/ disputes classed as severe, and appeals to the decision of the Misconduct/ disputes panel, the decision on action will be elevated to the NZESF to conduct its own process/es.

7.1 Appeal decision

All appeals to overturn a decision made by the Misconduct/ Disputes Panel will be elevated to the NZESF, so they can review it with all evidence and written statements involved so far in the complaint.

Principle/s, Heads of Sports, Heads of Esports or person/s with equivalent titles/ positions, will be informed once the appeal has been transmitted to the NZESF.

7.2 Severe Misconduct

The Misconduct/ Disputes Panel has made the decision to place severe sanctions/ penalties on a member/ participant. Decision that includes but is not limited to:

- Removal of a participant from I-Atea Esports.
- Any hearing that has heard activity or misconduct found to be criminal activity under the Crimes Act 1961.

8. Other Complaints

All other complaints (not related to misconduct) should in the first instance be directed to the I-Atea discord support. If the complaint directly relates HSESL or PIES, or relates to I-Atea admins own actions or policies, the complaint should be lodged with the NZESF.

All complaints should be in writing with supporting information and via the school's Head of Sport, Head of Esports and/or Principal.

8.1 Other complaints consideration

I-Atea Esports will consider all such complaints and depending on the nature of them shall either:

- refer it to the NZESF themselves.
- deal with the complaint itself in consultation with the schools Heads of Esports and parties of all concerned.
- refers to the Principles of the schools involved.
- Refer to I-Atea website contact support if a complaint involves the brand itself.

8.2 Other Complaints guidelines

The following guidelines will be observed but with the ability to go beyond if deemed appropriate/necessary:

- I-Atea Esports will gather any additional evidence deemed appropriate to the complaint.
- Representatives of the involved parties will be notified in writing of the details of the complaint including the school, organization or person bringing the complaint and the details of information provided.
- On reception of the complaint notification, a 24-hour window is opened for written responses to the complaint.
- I-Atea Esports will then and where necessary in consultation with NZESF, determine how the complaint is to be processed and advise the involved parties accordingly.