



NZ ESPORTS

Complaints Policy

Updated 5th of January 2024

INTRODUCTION

The NZ Esports Complaint Service is a complaints and dispute resolution service for esports activities across New Zealand. The service is operated by NZ. This service is free of charge and all personal information received will be handled confidentially in accordance with these Guidelines, and Privacy Policy. To be eligible to use this Service, your complaint must be “in connection with” esports in New Zealand. This threshold requirement will generally be easy to meet.

SCOPE AND ELIGIBILITY

Age Requirement: Individuals must be 18 years or older to file a complaint. If you are under the age of 18 and would like to file a complaint, please do so with the help of a parent or guardian.

Relevant Areas:

1. **Payment Issues:** Delays in prize money disbursement, discrepancies in payment amounts, or any other payment-related grievances.¹
2. **Tournament Operations:** Issues related to the organization and execution of tournaments, such as scheduling conflicts, mismanagement of brackets, or inadequate facilities.
3. **Rules and Fair Play:** Complaints concerning violations of game rules, unfair play, cheating, or inconsistency in rule enforcement.
4. **Technical Problems:** Issues related to technical aspects of the tournament, such as server downtime, software glitches, or inadequate technical support.
5. **Player and Team Conduct:** Concerns regarding the behaviour of players or teams, including unsportsmanlike conduct, harassment, or breach of contract.
6. **Communication and Support:** Complaints about poor communication, lack of information, or inadequate support from tournament organizers.
7. **Marketing and Branding:** Issues related to the misuse of logos, incorrect graphics, or misrepresentation in promotional materials.
8. **Safety and Health:** Concerns regarding the physical and mental well-being of participants, including issues related to venue safety, online harassment, or excessive playtime requirements.
9. **Accessibility and Inclusivity:** Complaints related to the accessibility of tournaments for players with disabilities or issues around inclusivity and diversity.
10. **Sponsorship and Advertising:** Issues with sponsors, such as non-compliance with sponsorship agreements or inappropriate advertising content.
11. **Data Privacy and Security:** Concerns about the handling of personal data, privacy breaches, or security lapses.

¹ Payment Issues: NZ Esports' involvement in payment disputes is limited due to a lack of access to private agreements. We can offer guidance and potential resolution avenues, but direct intervention is only possible for prize payment delays exceeding three months past the specified deadline.

SUBMISSION

Complaints must be submitted through the official [NZ Esports Complaint Form](#), providing specific details such as incident dates, involved parties, and the nature of the complaint.

CONFIDENTIALITY & PRIVACY

We are committed to maintaining the confidentiality of all complaints, ensuring that personal information is handled in line with our privacy policies.

Complainants may choose to remain anonymous, although this may impact the depth of investigation possible.

In compliance with the Protected Disclosures Act 2000, individuals making good faith disclosures are protected from retaliation. However, in certain cases, such as legal obligations or matters of public safety, anonymity may not be guaranteed.

If you have questions or concerns regarding privacy or confidentiality, we encourage open communication to address these matters.

COMPLAINTS PROCESS

1. **Submission:** Complaints submitted via our official complaints form are sent to a private, monitored inbox to be received by NZ Esports staff who have been trained in handling complaints. Complaints should detail the issue, impact, and desired resolution.
2. **Acknowledgment:** Once we receive your submission and it has been assigned a complaints officer, we will acknowledge receipt of your complaint. This may take up to five (5) working days.
3. **Assessment and Investigation:** Complaints will be investigated thoroughly, respecting fairness and transparency. We may request more information during this time, and this may vary depending on involved parties' response time or complexity of the complaint.
4. **Resolution:** We aim to resolve complaints efficiently, with outcomes communicated to all involved parties.