**Umpire Complaints and Incidents Policy**

During a game, only the captain may approach the umpires at an interval (quarter and half time) to seek clarification of the rules. At a local level this can include clarification around interpretations - eg the player may feel contacted and the umpires can explain the way they see it. This should be done quietly and respectfully.

If players/manager/spectators feel that the umpires are (1) not in control of the game, (2) are not of the appropriate standard for the game or (3) are missing many calls, we encourage the players/manager/spectators to send a representative up to the Umpires window to explain the situation. The Committee will send a senior umpire to attend the game to observe what is happening and either provide feedback to the teams on the quality of the umpiring (it may be appropriate for the grade) and/or provide coaching to the umpires where appropriate. It is far better for all concerned - players and umpires - for this to happen during a game so that we can see what is happening and deal with it immediately. In addition, this process will facilitate the Allocations rep to make informed decisions for later weeks.

The Player and Spectator Codes of Conduct forbid any abuse of umpires. This includes verbal and non-verbal communication. The age and experience of umpires needs to be taken into account by players in their interactions with umpires as behavior players or spectators may consider to be appropriate or non-threatening may be perceived differently by the umpires concerned.

If a complaint is made to the Umpires Committee concerning an Umpire or any other incident occurs during a game, the following procedure will be followed:

1. If the complaint is made during a game, a member of the Umpire Committee or a delegate will go the game and observe the umpire and players and take appropriate action to attempt to resolve the issue. The Club Convenor will be informed of the incident.
2. If such attempt is unsuccessful and/or the complaint is made after the game concludes:
   1. The Umpires Committee will ask each umpire on the game to provide a report;
   2. The Presidents of the two clubs playing will be asked to provide a report from the teams;
   3. The Umpires Convenor will report to the Club Umpire Convenors and the KNA President that a complaint has been made or an incident occurred;
   4. The Umpires Convenor will seek to resolve the issue with the Club Presidents and Club Convenors; and
   5. All interested parties will be provided with a written report of the outcome.