

TaPRA Feedback and Complaints Process for Members

April 2026

[Approved at meeting of the TaPRA Executive Committee, 27 February 2026. Shared with TaPRA Members at TaPRA's Annual General Meeting, 11 May 2026.]

Please read these guidelines in conjunction with TaPRA's Dignity & Respect Policy: [direct link to PDF here](#) and embedded in our website [here](#).

TaPRA values feedback from its members and believes that member engagement is vital to the future of our organisation. If an individual or a group would like to share feedback, raise concerns or make a complaint to the TaPRA Executive Committee, please follow the steps outlined below.

- 1) In the first instance, please email the TaPRA Executive Committee on exec@tapra.org, outlining the key areas you'd like to convey. This email account is monitored by TaPRA Chair/s and Vice Chair/s and you can expect an acknowledgement of receipt of your email within one week.
- 2) Your message will be treated as confidential. The Chair/s and Vice Chair/s may seek your permission to share the message among the broader Executive Committee (EC) and, in which case, will ask if you'd prefer your message to be anonymised when sharing with the broader EC.
- 3) The EC will aim in the first instance to address any concerns raised, by responding to your email in writing, and will update you on any agreements or actions arising from discussion of your feedback among the EC.
- 4) If any concerns raised by a member or group of members are of a more complex or sensitive nature, then that member or those members may also be given the opportunity to attend a meeting with a small group of EC members. The purpose of that meeting would be to better understand the issues at hand in order to seek to resolve them. Ordinarily this would include the Chair (or one Co-chair), and at least one other member of the EC whose remit best fits with the nature of the concerns raised.
- 5) Should such a meeting take place, then TaPRA would seek to follow, wherever possible and appropriate, principles established in [restorative justice frameworks](#) which focus on understanding the impact of actions on individuals and which work through principles of: relationship; respect; responsibility; repair; and reintegration.
- 6) Ahead of the meeting, an outline of the approach guiding the meeting will be shared with all parties, inviting a mutual adherence to those principles. This is to ensure mutuality of approach and productive conversation.

7) Please note: regardless of the nature of concerns raised, any meetings or communications will be terminated if the dignity and respect of Exec members is breached. This is in acknowledgement especially of the volunteer nature of Exec Officer roles and the organisation's responsibility to its Exec members as to its full membership.

8) If as a result of this meeting, you feel satisfied with TaPRA's response, the EC will take note of any feedback it needs to put into practice and share this with you accordingly.

9) If after this meeting, you do not feel satisfied with TaPRA's response and feel the organisation should take further or different forms of action, please put this in writing to exec@tapra.org.

10) Please note: the TaPRA EC is bound by legal and organisational parameters as set out in our [Dignity and Respect Policy](#) (relevant passage copied below), and any courses of action in response to feedback or complaints will be necessarily bound by those same parameters.

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DISCLAIMER drawn from TaPRA's Dignity & Respect Policy:

As a voluntary organisation, TaPRA is limited in its ability to respond formally to charges of harassment. Nonetheless, within these constraints the organisation will follow its professional and ethical responsibility to respond to reports of harassment among its membership. TaPRA cannot control the behaviour of attendees at its events and does not assume legal liability for harassment taking place at the annual conference or other events.

Our **Dignity & Respect Policy** and our **Feedback and Complaints Process** as set out here, is for information only and is not a contract, and does not create any legally enforceable protections or obligations on the part of TaPRA. It is not intended to, nor should it be used to support a cause of action, create a presumption of a breach of legal duty, or form a basis for liability.

The wording of our **Dignity & Respect Policy** has been largely based on the policy of the American Musicological Society, which incorporated elements of the policies of the American Historical Association, the Shakespeare Association of America, and The American Folklore Society, as well as WorkSafe New Zealand's "Preventing and Responding to Workplace Bullying: Best Practices Guidelines" (2014).