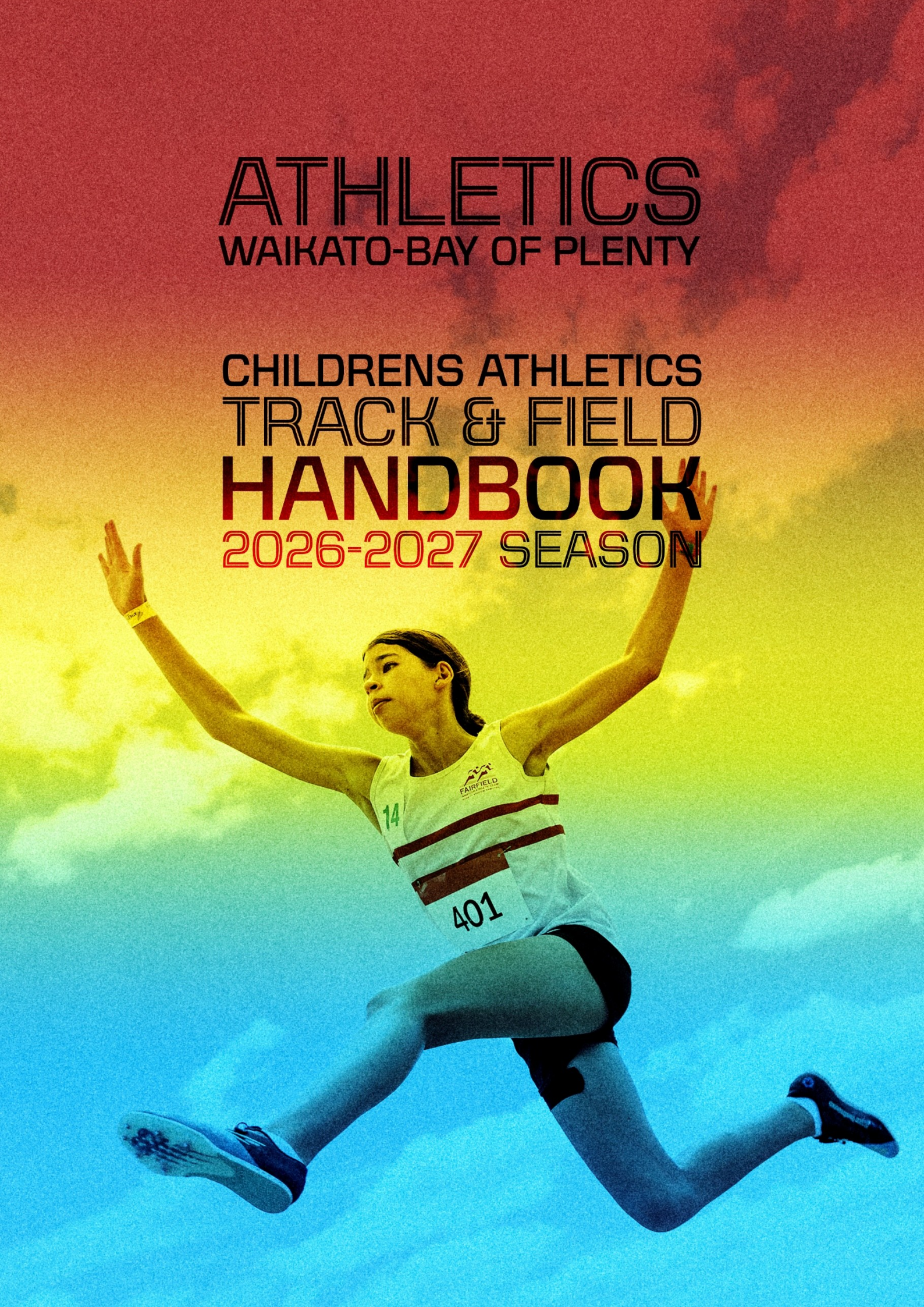
ATHLETICS
WAIKATO-BAY OF PLENTY

CHILDRENS ATHLETICS
TRACK & FIELD
HANDBOOK
2026-2027 SEASON



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Welcome from the President

Kia ora and welcome to the 2026-27 athletics season.

Whether this is your first year in athletics or your twentieth, I hope you enjoy the season ahead, and I want you to know we appreciate you being part of Athletics Waikato-Bay of Plenty. Our sport only works because of the people who show up week after week, regardless of role or level of participation. Athletics is a sport for all.

I come into this role from an extensive coaching background and have had the privilege of working with athletes across a wide range of development and abilities - school athletes, junior development, senior internationals, masters, and athletes with disabilities. This coaching experience has shaped what I believe athletics offers us all.

Good athletics isn't built in a single competition. It's built session after session, over years, by coaches who understand and empower their athletes through quality coaching programmes (see pg 15). If there's one thing I'd ask every club to prioritise this season, it's investing in your coaches. Support the ones you have, encourage new people to coach, and make the most of the education opportunities in our region. Coaching capacity is one of the best long-term investments any club can make.

I'd encourage every club to think about who's missing from your club nights. Is there a young athlete who hasn't found an event they enjoy yet? A parent who'd make a great official or coach if simply asked? Growing our sport isn't only about the athletes on the start line - it's about widening the circle of people willing to help and give something back.

We appreciate everything you do for your clubs and athletes across the region. I'm looking forward to a strong season, and to seeing many of you over the months ahead.

Ngā mihi, yours in athletics

Debbie Strange

President, Athletics Waikato-Bay of Plenty



Governance & Life Members

President	Debbie Strange
General Manager	Kevin Endres
Board Members	◆ Jarvy Aoake ◆ Bruce Cortesi ◆ Inneke Cumming ◆ Kevin Endres ◆ Iain Rattray ◆ Mariah Ririnui ◆ Rob Townsend
Life Members	◆ D M Taylor ◆ E A Taylor ◆ K Diprose ◆ B Addison ◆ J Rawnsley ◆ G Caddie ◆ J Tylden ◆ H O'Hagan ◆ M Green ◆ M Taylor ◆ R Young ◆ P Kenny ◆ C Strange

Operations Committee

The Operations Committee is appointed annually at the AWBOP Annual General Meeting and is responsible for the day-to-day delivery of our competitions and events, from the Open Meeting Series through to Championships. Made up of representatives from across Track & Field, Road & Cross Country, Masters, Officials, Coaching, Youth, Para, and Children's Athletics, the committee works alongside AWBOP staff to support opportunities for athletes, officials, and coaches, and coordinates the selection and management of teams representing our region at national events. Its role is central to keeping athletics accessible and well-run across the region, for all ages and abilities.

ROLE	NAME	AFFILIATION
Chairperson	Kevin Endres	AWBOP
Children's	Teresa Mumby	Fairfield Athletic Club
Children's	Sarah Watson	Te Awamutu Athletic Club
Track & Field	Criss Strange	Hamilton City Hawks
Road & Cross Country	Malcolm Taylor	Bellevue Athletic Club
Masters	Iain Rattray	Hamilton City Hawks
Officials	Ruth Tuiraviravi	Athletics Tauranga
Coaching	Ed Leung	Athletics Tauranga
General Manager	Kevin Endres	AWBOP
Youth	Lucy Steele	Hamilton City Hawks
Para	Caelan Harris	Hamilton City Hawks

Organisation Directory

Athletics Waikato-Bay of Plenty

W: www.athleticswaikatobayofplenty.org.nz

General Manager	Kevin Endres **P:** 021 194 0600 **E:** kpendres@athleticswbop.org.nz
Waikato Athletics Development & Events Manager	Barrie Jennings **P:** 027 263 4578 **E:** barriej@athleticswbop.org.nz
Bay of Plenty Athletics Development Manager	Kim Mickle **P:** 022 469 5765 **E:** kim@athletics.org.nz
Centre President	Debbie Strange **P:** 021 179 8838 **E:** president@athleticswbop.org.nz
Board Chairperson	Jarvy Aoake **P:** 021 548 097 **E:** board@athleticswbop.org.nz

Childrens Committee

Chairperson	Teresa Mumby **E:** childrenchair@athleticswbop.org.nz
Secretary	Sarah Watson **E:** childrensecretary@athleticswbop.org.nz

Officials

Development Manager	Maxine Chappell **E:** maxine@athletics.org.nz
WBOP Coordinator Open Meets	Ruth Tuiraviravi **E:** rtuiraviravi@gmail.com

Secondary Schools Athletics

WBOP Coordinator	John Tylden **P:** 027 264 5030 **E:** tylden@xtra.co.nz
WBOP Secretary	Ange Russek **P:** 027 559 9682 **E:** angelar@stpeters.school.nz
NZ Secondary Schools Related	John Tylden **P:** 027 264 5030 **E:** oe@nzssaa.org.nz

Affiliated Clubs Directory

CLUB	WEBSITE
Athletics Taupo	www.sporty.co.nz/taupoathletics
Athletics Tauranga	www.athleticstauranga.co.nz
Bellevue Athletic Club	www.sporty.co.nz/bellevueathletics
Cambridge Athletic & Harrier Club	www.sporty.co.nz/cahcnz
Fairfield Athletic Club	www.sporty.co.nz/fairfieldaa
Frankton Athletic & Harrier Club	www.sporty.co.nz/franktonathletics
Greerton Amateur Athletic Club	www.sporty.co.nz/greertonathletics
Hamilton City Hawks Athletics	https://hamiltoncityhawks.co.nz
Hinemoa Amateur Athletic Club	www.sporty.co.nz/hinemoaathletics
Kawerau Athletic and Harrier Club	www.sporty.co.nz/kawerauathleticsclub
Lake City Athletic Club	https://lakecity.co.nz
Mercury Bay Athletics Club	https://allaboutwhitianga.co.nz/community/clubs-groups/sport/mercury-bay-athletics
Omokoroa Athletic Club Inc	https://omokoroa.net/community/sports-clubs/omokoroa-athletics/
Papamoa Athletic Club	www.sporty.co.nz/papamoaathleticclub
Taupo Harrier Club	www.taupoharriers.com
Te Aroha Athletic Club	www.sporty.co.nz/tearohaathletics
Te Awamutu Athletic Club	www.sporty.co.nz/teawamutuathletics
Thames Athletic Club	https://www.facebook.com/ThamesAthletics
Whakatane Athletic & Harrier Club	www.wahc.co.nz
*If a club is not on this list, they are not a current affiliated member of Athletics Waikato-Bay of Plenty or Athletics New Zealand.	

Club Membership & Transfers

Membership: Athletes need to have an active Membership with an affiliated club to be eligible for Ribbon Day events, WBOP championships or Colgate Games.

Transfers: Athletes can transfer clubs within NZ. Transfers are completed online using the membership registration system (Gameday). Please contact your club registrar for further details.

Member Code of Conduct

By registering as an athlete, official, coach, or volunteer, you formally agree to abide by the Athletics New Zealand National Code of Conduct and maintain the highest standards of integrity, sportsmanship, and safety. All members are bound by seven foundational pillars:

1. **RULE COMPLIANCE**	Comply with the constitution, bylaws, policies, rules, and regulations of Athletics NZ, including the Safe Sport for Children, Member Protection, and Integrity Regulations.
2. **COMPETITIVE RESPECT**	Acknowledge and respect the World Athletics (WA), World Para Athletics (WPA), and Athletics NZ Rules of Competition, embracing both the spirit and letter of the rules.
3. **SPORT LEADERSHIP**	Demonstrate sportsmanship, ethical conduct, and constructive sports leadership through all spoken words and actions on and off the competitive arena.
4. **MUTUAL RESPECT**	Treat everyone with kindness, courtesy, and respect, refraining from negative/disparaging remarks, bullying, or discrimination of any kind, respecting basic human rights.
5. **LEGAL COMPLIANCE**	Always comply with New Zealand laws, and the local laws of any countries visited while traveling as part of an official regional or national representative team.
6. **PROFESSIONAL IMAGE**	Refrain from conduct that may bring the Centre, or ANZ into disrepute. Under national policy, members must not consume alcohol or use tobacco/vaping products at competitive events.
7. **COLLABORATIVE SPIRIT**	Work in a spirit of constructive cooperation with teammates, support staff, administrators, and event organizers, actively assisting less experienced colleagues and competitors.

Children's Calendar

DATE	EVENT	VENUE	TYPE
OCTOBER			
Sat, 3 Oct 2026	CAD L1 – Long Jump & Shot Put	Taupo	Coaching
Sun, 11 Oct 2026	Run Jump Throw and CAD L1 High Jump	Paeroa	Coaching
Sat, 17 Oct 2026	Run Jump Throw and CAD L1 Javelin	Porritt	Coaching
Sun, 18 Oct 2026	Run Jump Throw and CAD L1 Sprints and Discus	Papamoa	Coaching
Sat, 24 Oct 2026	Labour Weekend		Public Hol
Sun, 25 Oct 2026	Labour Weekend		Public Hol
Mon, 26 Oct 2026	Labour Weekend		Public Hol
NOVEMBER			
Sun, 8 Nov 2026	Run Jump Throw course	Putaruru	Coaching
Sat, 21 Nov 2026	**Te Awamutu Ribbon Day**	Te Awamutu	Childrens
Sat, 28 Nov 2026	**Bellevue-Greerton Ribbon Day**	Tauranga	Childrens
DECEMBER			
Sat, 5 Dec 2026	**Paeroa Ribbon Day**	Paeroa	Childrens
Fri, 11 Dec 2026	NZSS T&F Championships	Whanganui	Secondary
Sat, 12 Dec 2026	NZSS T&F Championships	Whanganui	Secondary
Sun, 13 Dec 2026	NZSS T&F Championships	Whanganui	Secondary
JANUARY			
Sat, 2 Jan 2027	Tauranga Twilight		Public Hol
8-10 Jan 2027	Colgate Games (Nth Isl)	Whangarei	Childrens
15-17 Jan 2027	Colgate Games (Sth Isl)	Invercargill	Childrens
Sat, 23 Jan 2026	**Whakatane Ribbon Day**	Whakatane	Childrens
Sat, 30 Jan 2027	Anniversary Day weekend	Akl-Wai-BOP	Public Hol
FEBRUARY			
Mon, 1 Feb 2027	Anniversary Day	Akl-Wai-BOP	Public Hol
Sat, 6 Feb 2027	Waitangi Day		Public Hol
Sun, 7 Feb 2027	**Auckland-WBOP Challenge**	Porritt	Childrens
Mon, 8 Feb 2027	Waitangi Day Observed		Public Hol

DATE	EVENT	VENUE	TYPE
Fri, 12 Feb 2027	**Te Aroha short and sweet twilight meet**	Te Aroha	Childrens
Sat, 13 Feb 2027	Porritt Classic	Porritt	Classic
Sat, 20 Feb 2027	**Cambridge Pentathlon**	Cambridge	Childrens
Sat, 20 Feb 2027	Waikato-Bay of Plenty T&F Championships (u16+)	Porritt	Championship
Sat, 27 Feb 2027	**Fairfield Ribbon Day**	Porritt	Childrens
MARCH			
Tue, 2 Mar 2027	SS T&F - Hamilton Zone	Porritt	Secondary
Wed, 3 Mar 2027	SS T&F - BOP Zone	Tauranga	Secondary
Thu, 4 Mar 2027	SS T&F - Thames Valley Zone	Paeroa	Secondary
Sat, 6 Mar 2027	**WBOP Childrens T&F Champs**	Tauranga	Childrens
Sun, 7 Mar 2027	**WBOP Childrens T&F Champs**	Tauranga	Childrens
Tue, 9 Mar 2027	SS T&F - Waikato Country Zone	Te Awamutu	Secondary
Thu, 11 Mar 2027	NZ T&F Champs (u16+)	Auckland	Championship
Fri, 12 Mar 2027	NZ T&F Champs (u16+)	Auckland	Championship
Sat, 13 Mar 2027	NZ T&F Champs (u16+)	Auckland	Championship
Sun, 14 Mar 2027	NZ T&F Champs (u16+)	Auckland	Championship
Tue, 23 Mar 2027	Waikato-Bay of Plenty Secondary Schools T&F Champs	Porritt	Secondary
Fri, 26 Mar 2027	Good Friday		Public Hol
Sat, 27 Mar 2027	Easter		Public Hol
Sun, 28 Mar 2027	Easter		Public Hol
Mon, 29 Mar 2027	Easter Monday		Public Hol
APRIL			
Sat, 3 Apr 2027	NI SS T&F Champs	Wellington	Secondary
Sun, 4 Apr 2027	NI SS T&F Champs	Wellington	Secondary
Sun, 4 Apr 2027	Daylight Saving ends		

Ribbon Day Events

Ribbon Day Info:

- For Grades 3 to 14
- Only affiliated club athletes are eligible to compete with current membership.
- Age Grade Flashes must be worn – this season the numbers are **Green**
- No entry fee for Ribbon Days
- All events are run in divisions, with no finals.
- Check host club Website/FB page for updates and event information
- Event day start time typically 10.00am (unless stated otherwise)
- Hurdles and walks may not be scheduled (host Clubs vary)
- All events are subject to the availability of officials and volunteers.
- Athletes can compete in no more than 2 long events (400m, 800m 1500m, Walk)

Grade Information

GRADE	EVENTS
Grades 3 & 4	2 races, any distance
Grades 5 & 6	40m, 60m, Shuttle Relay
Grades 7 & 8	60m, 100m, 200m, Long Jump, Shot, Discus, 4x100m Relay
Grades 9	60m, 100m, 200m, 800m, Long Jump, Shot, Discus, 4x100m Relay
Grades 10 & 11	100m, 200m, 400m, 800m, 1500m, 1200m Race Walk, Long Jump, High Jump, Shot, Discus, 4x100m Relay
Grades 12	100m, 200m, 400m, 800m, 1500m, 80m Hurdles, 1200m Walk, Long Jump, High Jump, Shot, Discus, 4x100m Relay
Grades 13	100m, 200m, 400m, 800m, 1500m, 80m Hurdles, 1600m Walk, Long Jump, High Jump, Shot, Discus, 4x100m Relay
Grades 14	100m, 200m, 400m, 800m, 1500m, 80mH (girls), 100mH (boys), 2000m Walk, Long Jump, High Jump, Shot, Discus, 4x100m Relay

Pentathlon

A variation to the Ribbon Day programme. Entry is by pre-registration only for athletes 7-14. Contact your club secretary for more information.

Grades 7, 8 and 9: Compete in four events (morning schedule) - 100m, 200m, long jump and discus.

Grades 10 to 14: Compete in five events (afternoon schedule) - 200m, 800m, long jump, shotput and discus.

Grades 6 & under: A programme of events will be offered, no pre-registration required.

Hurdles Specifications

GRADE	DISTANCE	HEIGHT	DIST TO 1ST HURDLE	DIST BTW HURDLES	LAST HURDLE TO FINISH
12 Girls	80m	0.762m	12m	7.5m	15.5m
13 Girls	80m	0.762m	12m	7.5m	15.5m
14 Girls	80m	0.762m	12m	8.0m	12.0m
12 Boys	80m	0.762m	12m	7.5m	15.5m
13 Boys	80m	0.762m	12m	7.5m	15.5m
14 Boys	100m	0.838m	13m	8.5m	10.5m

Implement Weights

GRADE	SHOT PUT	DISCUS
Grades 7 G & B	1.00kg	500gm
Grades 8 G & B	1.50kg	500gm
Grades 9 G & B	1.50kg	500gm
Grades 10 G & B	2.00kg	750gm
Grades 11 Girls	2.00kg	750gm
Grades 11 Boys	3.00kg	750gm
Grades 12 Girls	3.00kg	750gm
Grades 12 Boys	3.00kg	1.00kg
Grades 13 & 14 Girls	3.00kg	1.00kg
Grades 13 Boys	4.00kg	1.00kg
Grades 14 Boys	5.00kg	1.25kg
Note: 750gm Discus can be either rubber or steel-banded		

Spikes Specs

Venue	Spike Size	Spike Type
Porritt Stadium	6mm track / 9mm High Jump	Cone (no needle)
Tauranga Domain	6mm track / 9mm High Jump	Cone (no needle)
Grass Tracks	9mm	any

Waikato-Bay of Plenty Children's Championships & Relays

Date: 6-7 March 2027
Venue: Tauranga Domain
Eligibility: Athletes must be a current member of a Waikato-Bay of Plenty affiliated athletics club.
Grades: These championships are for **Grades 7-14**.
Age Grade Flashes: All athletes wear their club uniform with the age grade flash sewn on the front. This season the numbers are **Green**
Entry: Athletes can enter a maximum of five events
Event Fee: $8.00 per individual event
Heats & Finals: 60m, 100m, 200m, & Hurdles
Finals Only: 400m, 800m and 1500m (per grade or combined)
Progressions: The top eight athletes Grade 12 years and over receive 6 trials in Shot Put, Discus, and Long Jump. High Jump has max 3 trials per height progression.

Championship Events for Grades

Track	Eligible Grade	Field	
60m	7, 8, 9	**Long Jump**	All grades
100m	All grades	**Shot Put**	All grades
200m	All grades	**Discus**	All grades
400m	10, 11, 12, 13, 14	**High Jump**	10, 11, 12, 13, 14
800m	9, 10, 11, 12, 13, 14	**Walks**	
1500m	10, 11, 12, 13, 14	**1200m**	10, 11, 12
80mH	12, 13, 14 (girls)	**1600m**	13
100mH	14 (boys)	**2000m**	14

Relay Championship Events

The following relay events will be contested.

- 4x100m ($21.00 per team)
- Medley Relays ($26.00 per team)
- Field Event Relays ($16.00 per team)

North Island Colgate Games

Date: 8-10 January, 2027
Venue: Whangarei
Eligibility: Athletes must be a current member of an Athletics New Zealand affiliated athletics club.
Grades: These championships are for Grades 7-14.
Standards: No qualification standards are required.
Entry: Refer Athletics New Zealand website

South Island Colgate Games

Date: 15-17 January, 2027
Venue: Invercargill
Eligibility: Athletes must be a current member of an Athletics New Zealand affiliated athletics club.
Grades: These championships are for Grades 7-14.
Standards: No qualification standards are required.
Entry: Refer Athletics New Zealand website

Auckland vs Waikato-Bay of Plenty Challenge

Date: 6 February, 2027
Venue: Porritt Stadium, Hamilton
Eligibility: Athletes must be a current member of a Waikato-Bay of Plenty affiliated athletics club.
Grades: for Grades 10-13.
Contact: Barrie Jennings for details | barriej@athleticswbop.org.nz

Safeguarding Standards

Principles & Duty of Care

Fundamental Right: Everybody has a right to have fun, be included, and be safe in our sport. Participants must feel respected, valued, and encouraged to enjoy athletics.

Duty of Care: AWBOP, clubs, and coaches hold a formal duty of care to ensure young and vulnerable people participate safely in all activities we provide.

Mandatory Vetting: Coaches and regular volunteers must hold active memberships, clear Police Vetting, and complete the World Athletics Safeguarding course.

Prevention Focus: Safeguarding is a proactive approach to prevent harm. Club Presidents or designated Officers act as primary points of contact for safeguarding concerns.

Step-By-Step Reporting Pathway

Step 1: Local Triage	Contact your club's Safeguarding Officer or President. Minor concerns are assessed and triaged at the club level first.
Step 2: Formal Written Notice	Serious disputes must be submitted as a written Complaint to the AWBOP Board, channelled through our Safeguarding Officer.
Step 3: Board Hearing Body	The Board assesses allegations. Valid disputes are referred to an independent Hearing Body (Arbitration Panel) convened to neutrally resolve issues.
Step 4: Mandatory ANZ Referral	Complaints involving breaches of Athletics NZ rules, safeguarding codes, anti-doping policies, or the Code of Conduct must be referred directly to Athletics NZ.

Critical Emergency Contacts & Channels

Immediate Safety Risk (Child Protection):	If you suspect a child or vulnerable person is suffering (or is at risk of) harm, abuse, or neglect, you must bypass sporting channels and immediately report to the NZ Police (111) or Oranga Tamariki (0508 326 459).
AWBOP Sport-Related Complaints & Welfare Channels:	To file a complaint or safeguarding concern, contact AWBOP or Athletics NZ Safeguarding Officer directly: • **AWBOP Safeguarding Officer | Barrie Jennings** barriej@athleticswbop.org.nz | 027 2634578 • **ANZ National Safeguarding Officer | Kirsten Kilmister** safeguarding@athletics.org.nz | 022 011 6771

Coach Education & Development

Clubs across Waikato-Bay of Plenty are building a strong base of coaches, reflected in the results achieved by our school, club, and Centre athletes. We're grateful to every volunteer coach sharing their time and knowledge to keep that progress going.

Athletics New Zealand offers a coach education pathway for those starting out or looking to build on existing skills:
https://athletics.org.nz/club-athletics/

Get Set Go

For ages 3–8. Fun, developmentally appropriate activities building fundamental movement skills through play, supported by resources for parents, teachers, and coaches.

Run Jump Throw

For ages 6–11. The entry point into athletics-specific skills, using modified equipment and games in a fun, inclusive setting that lets kids progress at their own pace.

Coaching Athletic Development (CAD) Level 1

Athletics NZ's community-level programme, bridging Run Jump Throw and competition athletics. Covers the technical fundamentals of 11 events, equipping coaches to confidently work with U18 athletes. Delivered as practical 2-hour workshops per event module, including assessment by a Coach Educator, leading to a CAD Level 1 certificate.

Bay of Plenty Contact:

- Kim Mickle
  P: 022 469 5765
  E: kim@athletics.org.nz

Waikato Contact:

- Barrie Jennings
  P: 027 263 4578
  E: barriej@athleticswbop.org.nz



Officials Education

Grab the best seat in the house!

Officials are essential to every meeting we run, and officiating is a flexible, rewarding way to give back to the sport – attend as many or as few events as your schedule allows, and get a front-row seat to the action. We especially encourage young people to get involved.

Athletics New Zealand's officials' education scheme (ANZOES) provides training and a pathway to progress your qualifications:

- **Level 1** – the entry point, suited to club nights, ribbon days, and inter-club competitions.
- **Level 2** – for those who've completed Level 1, required online learning, and further practical experience (6 competition days above club-night level), ready to learn specific event modules.
- **Level 3** – for experienced officials with the Level 2 practical skills card and experience days completed, held for at least a year.

Officials can qualify across Jumps, Throws, Track, Walks, Out-of-Stadia, Administration, Measuring, and Para athletics.

Find a course at:

https://athletics.org.nz/club-athletics/coaching-officials-volunteers/

To arrange training for your club, contact;

Maxine Chappell, Officials Development Officer

E: maxine@athletics.org.nz or **P:** 021 262 8867.



Arbitration & Disputes

The Centre will appoint an independent Hearing Body compiled to address any complaints or disputes (AWBOP Constitution, Clause 21). The Hearing Body has delegated authority from the Board to investigate, hear, and determine disputes or apply appropriate sanctions in accordance with the rules of natural justice.

1.WHAT CONSTITUTES A DISPUTE?

- **Misconduct:** A Member, an Officer, or the Centre has engaged in misconduct.
- **Constitutional Breach:** A Member or Officer has breached, or is likely to breach, a duty under the Constitution or the Incorporated Societies Act 2022.
- **Rights Infringement:** A Member's rights or interests as a member (or members in general) have been damaged.

2.HOW TO LAUNCH A COMPLAINT

- **Submission:** Submit written notice of a 'Complaint' to the AWBOP Board, via the General Manager.
- **Explicit Intent:** Provide a written notice stating you are initiating the formal Disputes Procedure.
- **Content Requirements:** Must state the specific allegations, identify the individual or club the allegation is made against, and include factual evidence to fairly advise the Respondent.

3.PRELIMINARY ASSESSMENT

The Board is committed to resolving disputes fairly, but may decide not to proceed with a Complaint if:

- It is trivial, lacks foundation, or contains no supporting evidence.
- The Complainant has a minor interest in the matter.
- The conduct has already been investigated and resolved, or there has been an undue delay in filing the Complaint.

4.MANDATORY NATURAL JUSTICE

Both Complainant and Respondent hold a constitutional right to be heard before any decision is made:

- **Fair Notice:** The Respondent must be fully advised of all allegations and given adequate time to prepare.
- **Right of Reply:** The Respondent must be given a reasonable opportunity to be heard in writing, or at an oral hearing if deemed necessary.
- **Consideration:** Written submissions must be formally considered.

5.NATIONAL REFERRALS (ATHLETICS NEW ZEALAND)

The AWBOP Board will refer the Complaint to Athletics New Zealand if the dispute relates to a breach of national rules, regulations, policies, or the national Code of Conduct. In all other matters, AWBOP will promptly notify Athletics New Zealand of any formal Complaint it receives, even when managed locally. All final decisions by the Board (or appointed Body) are final with no right of appeal.