

CNZ Player and Manager Feedback

Dear all,

The CNZ Tournament Committee has decided to continue last year's policy of sharing the feedback received after each CNZ event and to comment on what changes, if any, they plan to review for events held in following seasons.

Event: 2021/22 NZ Open Championships

Venue: Hawera

Manager: Eileen Judd

The table below shows the feedback scores for each question together with how this compares to the average for all CNZ events last season.

	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 20/21	Open 20/21
Format	1	6	6	3	3	14	3.07	4.19	4.27
Number of Games	1	6	0	4	3	14	3.14	4.22	4.36
Manager	2	1	1	5	5	14	3.71	4.56	4.64
Lawns	0	1	2	3	8	14	4.29	4.01	4
Likely to attend this tournament again?	0	0	4	5	4	13	4.00	4.04	3.82
Likely to attend tournament in this location again?	0	1	2	6	5	14	4.07	4.08	4.2
Total	4	15	15	26	28	83	3.71	4.18	4.22

Response to feedback

Format - the following feedback was received

Reduced format for doubles meant that the bulk of the matches were completed in one day due to weather conditions.

The weather affected play so the schedule kept changing. Participants should be well informed of the format of play as earliest as possible.

One response said the singles format was great and completed in five days, all other feedback said there were not enough games due bad weather. Also the resulting changes in the schedule meant the introduced byes resulted in long wait times or players feeling disadvantaged, going into play 'cold'.

CNZ TC Response

See CNZ TC response in the 'Other Feedback' section below

Number of games per day - the following feedback was received

After the withdrawal of 2 players we had 20 players. We were broken into 4 sections of 5 giving each player a bye. This reduced our play. Players who had byes in the middle and the morning were disadvantaged as they came in cold.

Sometimes only one or two games per day. Three games per day is ideal.

CNZ TC Response

We will review the event format and the change in schedule which resulted in long wait times and byes for players.

Lawns – the following feedback was received

Lawns were in great condition despite the severe wet weather. One venue the hoops were poorly set and loose and management would not fix the issue.

Park club lawns were heavy and could have been mowed more at a lower cut.

CNZ TC Response

We will support the Association and club around hoop setting procedures and how to address issues with hoops and players.

Manager - the following feedback was received.

Eileen Judd did a fantastic job despite the added pressure of wet weather conditions. She has a great support network and is well experienced in tournament management. The work behind the scenes by the host clubs was amazing.

Eileen sought CNZ support and guidance during player appeal meetings and due to delays in the event due to weather affecting play.

CNZ TC Response

Thank you to Eileen Judd and Croquet South Taranaki. CNZ will continue to listen and provide support based on the Association requirements, ensuring Club and Management development.

Other feedback

There was a player appeal and complaints about the draw. A suggestion was recommended that players be placed in the knockout based on their block play performance and not player choice in a draw of eight.

Management CNZ support was argumentative, intimidating outbursts, unreasonable and unprofessional behaviour. This included interference in a game in progress and two players leaving the event.

CNZ TC Response

All players agree to abide by the CNZ Code of Conduct when entering CNZ tournaments. If players experience issues with players, or situations which they believe are in breach of the Code of Conduct, they should immediately raise this with Tournament Management. If it is felt that a formal complaint should be made, this should be made in writing to CNZ Head Office providing all details of the complaint.

The survey administered by the Tournament Committee is based on improving the tournament experience through improving the format and support to our volunteers who generously give up their time to make tournaments happen.

If you would like to provide further feedback in order to help future events, please email croquet@croquet.org.nz

CNZ Tournament Committee