



## **Complaints about a WRO event? Get informed!**

We understand that things can go wrong in WRO related events. That is why we would like to explain to you what you should do if you have a complaint about a WRO event.

### **Is your complaint about judging at an event?**

Please be advised that at any tournament the head-judge and the organizing committee of that tournament have the final word in judging decisions. This means that complaints about judging need to be made on the tournament day directly. Teams should follow the process that the head-judge and organizing committee have set.

More information about the judging process at the International Final can be found in the explanation of the Judging Process.

**If you have another complaint, please direct it to the right organization:**

### **Complaints about a WRO event in your country**

WRO Association is the international umbrella for all WRO related events. In each member country we have appointed an organization as National Organizer. It is this National Organizer that is responsible for organizing the WRO events in that country.

If you have a complaint about an event held in your country, you should direct that complaint to the National Organizer in your country. The National Organizer is responsible for handling your complaint and for determining if a solution should and can be found. If the National Organizer has established a complaint policy, please follow that policy.

WRO Association does not handle complaints about regional and national tournaments or other WRO related activities in a Member Country.

You can find the contact details of your National Organizer here: [ADD WEBLINK]

## Complaints about a WRO Friendship Invitational

Keep in mind that a WRO Friendship Invitational is not an official international final. It is an event that is about having a fun time and making new international friends. A competition is part of this, but winning this competition is far less important than having a good time.

For any Friendship Invitational it is the National Organizer of the inviting country – the “Host Country” - that is responsible.

If you have any issues during the event, please contact the head of your delegation or the contact person from the Host Country to find a solution.

If you have a complaint about the Friendship Invitational, you should direct that complaint to the Host Country. The Host Country is responsible for handling your complaint and for determining if a solution should and can be found. Your National Organizer can help you get in contact with the Host Country.

## Complaints about the WRO International Final

The WRO International Final is an international WRO event organized by one of our National Organizers – the “Host Country” - on behalf of WRO Association. This Host Country is responsible for the operational part of the event. WRO Association is responsible for judging the competitions.

The WRO International Final is an event with a lot of visitors. It is important to streamline communication. If you have any issues during the event, please contact the head of your delegation – your National Organizer - first. Your National Organizer will contact the responsible person from the Host Country to find a solution.

If you have an official complaint about a WRO International Final event, you should direct that complaint to the Host Country. The Host Country will review the complaint and see if a solution should and can be found. Your National Organizer can help you get in contact with the Host Country.