



Complaints Handling Guide



Complaint Handling Guide

Introduction

This Complaint Handling Guide outlines the process for managing complaints made to our netball club. All club officials, including coaches, team managers, committee members, and volunteers, are expected to follow this procedure in a fair, respectful, and transparent manner.

This process aligns with:

- **Netball Victoria Policies and Regulations**
- **Netball Australia Member Protection Policy**
- **The Victorian Government's Fair Play Code**
- **Child Safe Standards**
- Applicable **local laws and good governance practices** in community sport

We are committed to promoting a safe, inclusive and positive environment for players, families, officials and spectators. All complaints will be treated seriously and managed with integrity.

Complaint Management Stages





1. Receive the Complaint

All complaints, whether verbal or written, should be directed to the Club Complaints Officer, or another nominated committee member. A **Complaint Form** should be completed to record:

- Contact details of the person making the complaint
- Date the complaint was received
- A description of the issue(s) raised
- The outcome or resolution being sought
- Any immediate risks (e.g., safety concerns)
- Whether the person requires any support or adjustments during the process

Note: Complaints involving serious misconduct, discrimination, bullying, harassment, child safety concerns, or breach of club codes must be escalated to the Committee immediately.

2. Acknowledge to complainant

The club will acknowledge receipt of the complaint **within five (5) business days**. This may be via email, phone call, or letter, depending on what is most appropriate or preferred by the complainant.

The acknowledgment will:

- Confirm the complaint has been received
- Outline the next steps
- Provide an expected timeframe for follow-up

3. Advise to Respondent

The club will acknowledge receipt of the complaint to the respondent **within five (5) business days**. Respondent form must be returned to the complaints manager cpnc.complaintsofficer@gmail.com within 3 business days.

The acknowledgment will:

- Confirm the complaint has been received
- Outline the next steps
- Provide an expected timeframe for follow-up



4. Assess and Investigate

3.1 Initial assessment

The club will assess:

- Whether the matter falls within the club's responsibility or should be referred to **Netball Victoria**, a **venue operator**, or another body
- The seriousness and urgency of the complaint
- Whether health, safety or wellbeing is at risk. If the **Fair Play Code**, **Netball Victoria policies**, or other frameworks should guide resolution
- How the complainant is affected
- Any conflict of interest in managing the complaint

3.2 Investigating the complaint

Depending on the nature of the complaint, the club may:

- Provide an explanation or information to resolve the matter informally
- Seek further details from involved parties (e.g. coaches, team managers, witnesses)
- Conduct a formal investigation or mediate a resolution

Both the complainant and respondent will be kept informed if there are delays and will be advised of the process for resolution.

Both parties concerned have the right to know the details of the complainant and the context of the complaint. You will be kept informed of the progress and outcome.

5. Determine outcome and provide reasons for decision

Once a decision has been made, the club will inform the complainant of:

- The outcome of their complaint
- Any actions or remedies taken (e.g., apologies, mediation, education, sanctions)
- The reasons for the decision



6. Close the complaint: document and analyse data

5.1 Documentation

All complaints and their outcomes will be securely documented, including:

- How the complaint was managed
- Investigation details (if applicable)
- Final decision and actions taken
- Any outstanding tasks or follow-up

5.2 Review and Improvement

The club will:

- Review complaint data to identify any recurring issues
- Implement improvements to club practices, communication, or training where necessary
- Report serious complaints to Netball Victoria where required

Important Notes

- **Child Safety:** Complaints involving child protection concerns must be reported in accordance with the **Child Safe Standards** and may need to be escalated to the relevant authority or Netball Victoria.
- **Retaliation** against someone making a complaint in good faith will not be tolerated.

Confidentiality and Disclosure of Complainant Identity

In handling complaints, the club aims to balance the principles of natural justice with the need to protect individuals' privacy and safety. While respondents are generally entitled to understand the substance of any complaint made against them, the identity of the complainant will only be disclosed where it is necessary and appropriate to ensure a fair process.

In some cases, particularly where there are concerns about retaliation or where child safety is involved, the complainant's identity may be kept confidential. Anonymous complaints may also be accepted where sufficient information is provided to allow the matter to be addressed.



The club will handle all complaints sensitively and in line with relevant laws, including privacy and child safety obligations, and in accordance with Netball Victoria's guidelines and the Fair Play Code.

Contact Information

For any questions or to submit a complaint, please contact:

Complaints Officer

cpnc.complaintsofficer@gmail.com

References

[Code of Conduct & Complaints Procedure | LYVNA](#)

[Code of Conduct - Netball VIC](#)

[Dispute Resolution - Netball VIC](#)

[Competitions Complaint Handling Regulation - Netball VIC](#)

[Integrity Policies - netball.com.au](#)

[CCYP | Child Safe Standards](#)

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