



Complaints FAQ's

How do I lodge a complaint?

You can lodge a complaint by:

- Filling out our **complaints form**, or
- Emailing our **Complaints Manager** at cpnc.complaintsofficer@gmail.com

What happens if I don't want to lodge a formal complaint but just want an incident known.

You can simply email the details to

cpnc.complaintsofficer@gmail.com

We record all incidents and complaints in our register, even if they don't require formal action.

What types of issues can I raise an incident or complaint about?

You can raise an incident or complaint about anything that affects your experience with our organisation, including:

- Breaches of the **Code of Conduct**
- **Staff or member behaviour**
- **Child safety concerns**
- **Breaches of policies or procedures**

How long will it take to resolve my complaint?

Time frames can vary depending on the issue, but we aim to:

- **Acknowledge** your complaint within **5 business days**, and
- **Provide an update or resolution** within **14 business days**

What should I do if my complaint involves a child safety concern (adult and minor)?

If your complaint involves **child safety** (adult or minor):

- **Notify our Complaints Officer immediately**, and
- If there is an immediate risk or serious concern, **contact Police or Child Protection** first.
Our organisation will fully cooperate with any external investigations.



What happens after I lodge a complaint?

Once received, your complaint will be:

1. **Reviewed** by our Complaints Officer
2. **Acknowledged** within 5 business days
3. **Assessed and investigated** if needed

You'll be kept informed throughout the process.
Both parties have the right to know the **nature of the complaint** and **respond to it**.

Will my complaint be kept confidential?

Yes. All complaints are handled confidentially. Information is only shared with people directly involved in resolving the issue or with authorities if required by law (e.g. child safety cases).

Please note:

- The respondent generally has the right to know the **substance of the complaint** and **respond**.
- However, your identity may not be disclosed if doing so could cause **harm, retaliation, or victimisation**, or if the issue can be addressed without naming you.

For more detail, please see our **Complaints Handling Procedure**.

Can I appeal the outcome of my complaint?

- **Complainant:** There is no formal right to appeal the outcome.
- **Respondent:** If you are dissatisfied with the outcome, you can request a review or appeal. Contact the Complaints Officer for guidance on this process.

Can someone assist me in making a complaint?

Yes. Our Complaints Officer can guide you through the process and provide support.
You may also ask a trusted person to help you lodge your complaint.

Chirnside Park Netball Club
P.O Box 304
Chirnside Park VIC 3116
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](#)

[Complaint Handling | pbtr](#)