



Complaints and Disciplinary Procedure

This document sets out the procedure management from complaints made by members of Wilmslow Lightning Netball Club against other members for breach of the club's code of conduct or the or the clubs Safeguarding Policy.

This is the policy that we will follow if your complaint is about someone's conduct or behaviours. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating.

If we are not able to effectively address the complaint within the club at club level the club chairperson will then follow the England Netball Disciplinary Regulations Process.

Values and Principles

- You have the right to complain seriously. You should not feel harassed, bullied or put at a disadvantage because of making a complaint.
- Equality: your complaint should be dealt with effectively by the club regardless of age, gender, disability, race, religion nationality, social status, sexual orientation or political persuasion.
- Fairness: complaints will be dealt with fairly and openly. Unless there are safety issues or would put someone at risk, all those affected by the complaint will be informed and provided with a chance to contribute or respond to any investigation.
- Complaints will be dealt with through the committee chairperson (if the position is vacant, the Safeguarding Officer will take ownership of the process).
- We will give priority to any safeguarding issues or where there are concerns about safety or welfare of another club member. Any safeguarding issues will be dealt with according to the England Netball Safeguarding Policy.
<http://www.EnglandNetball.co.uk/governance/safeguarding/safeguarding-policies/>
- We will treat all complaints with confidentiality however we may need to discuss the complaint with England Netball.
- We will give priority to any safeguarding issues or where there are concerns about safety or welfare of another club member. Any safeguarding issues will be dealt with according to the England Netball Safeguarding Policies.

Definition of the "Committee"

If the subject(s) of a Complaint (the Respondent(s)) is one or more member(s) of the Committee, then the references to the "Committee" in this procedure are the members of the Committee excluding the Respondent(s)

Making a complaint

Complaints can be communicated to any senior club volunteer/official including:

- Coaches



- Club Safeguarding Officer
- Club Committee member

Verbal complaints can be made, as the matter arises, but a formal written complaint is required within seven days of the conduct of the complaint.

Information that will be required include:

- A description of the event, who was involved and what were the consequences of this activity/action.
- What are you requiring/expecting as the outcome/resolution e.g. apology, change in behaviours etc If anyone else witnessed or was involved/impacted by the complaint.

Dealing with a complaint

- Information resolution: the person making the complaint should try to consider taking steps to resolve the matter informally before making a written complaint, this can be achieved through talking directly to the respondent or through another senior club member, roles as stated above
- You will be provided with an initial response to your complaint within two - five working days.
- If it is necessary to do so to protect either or both parties and/or other club members from a risk of harm and /or distress the committee may suspend the Respondent's club membership and/or access to Club events or facilities for up to 42 days pending proceedings and referral to England Netball Disciplinary Secretary will be made.
- Complaints will be dealt with confidentially, and only relevant parties will be named where required from action to be taken (eg the identity of the person making the complaint may not be revealed to the respondent if deemed not necessary)
- Only relevant people will be involved where necessary, eg person making complaint, senior club member/official, chairperson and respondent. However, it may be necessary for the committee to decide to ensure fairness and openness with decision making.
- The respondent will be informed of the complaint and be allowed to a response to the complaint within a designated period of time.
- You will then be informed of the response and action that has been taken as a result of the complaint.

The Committee will decline any malicious, vexatious or frivolous complaints.

Decision/conclusion

The Committee shall record its decision and the reason for it in writing and shall send a copy of the reasoned decision to the parties within 10 days of the deadline for the response.



Review

This policy will be reviewed every year and updated with any relevant changes or through guidance from England Netball.