



St John's Netball Club complaints handling policy

This policy sets out how St John's Netball Club (**SJNC**) will manage complaints.

If you have a concern regarding child abuse, please refer to the SJNC Child Safety Policy available on our website.

Complaints will be dealt with transparently, responsively, objectively, respectfully and fairly. Complaints will be kept confidential and only discussed with those involved. Individuals the subject of a complaint will be entitled to have a complaint put to them with the opportunity to respond to any allegations against them.

This policy also sets out the different process for complaints which relate to SJNC and those that relate to the Essendon District Netball Association (**EDNA**).

Section A: SJNC Complaints

1. Informal complaints process

1.1 Complaints involving teams

This section applies to complaints relating to a team, including coaches.

1. Complaints should initially be directed by a complainant to the relevant team manager (preferably in writing). If the team manager is unable to resolve the complaint within 14 days or if the complaint relates to the team manager, the matter can be referred in writing to the Coaching Co-Ordinator at sjnc.coaching@gmail.com by either the team manager or the complainant.
2. The Coaching Co-ordinator will:
 - a. acknowledge the complaint in writing within 48 hours of receipt;
 - b. within 7 days of receipt, contact the complainant to discuss the complaint;
 - c. within 14 days of receipt, liaise with those directly involved in order to, where reasonably possible, resolve the complaint; and
 - d. where all parties directly involved agree on the resolution of the complaint, confirm the resolution of the matter in writing to the complainant and other parties directly involved.
3. If the parties are unable to resolve the complaint within 28 days (or such other time as they may agree) of the complaint having been received by the Coaching Co-ordinator, the Coaching Co-ordinator, complainant or any other party directly involved may refer the complaint to the formal complaints process set out in Section 2 below.

1.2 Complaints involving SJNC or the Committee

This section applies to complaints about the operation and administration of SJNC and may include complaints about team selection and registrations and the Committee.

1. Complaints should initially be directed by a complainant to the Vice-President of the Club at sjnc.vicepres@gmail.com. If the Vice-President is a party involved in the complaint, the matter should be referred to the Secretary at saintjohnsnetball@gmail.com and all references in this section to "Vice-President" should be read as references to "Secretary".
2. The Vice-President will:
 - a. acknowledge the complaint in writing within 48 hours of receipt;
 - b. within 7 days, contact the complainant to discuss the complaint;
 - c. within 14 days, liaise with those directly involved in order to, where reasonably possible, resolve the complaint; and
 - d. where all parties directly involved agree on the resolution of the complaint, confirm the resolution of the matter in writing to the complainant and other parties directly involved.
3. If the parties are unable to resolve the complaint within 28 days (or such other time as they may agree) of the complaint having been received by the Vice-President, the Vice-President, complainant or any other party directly involved may refer the complaint to the formal complaints process set out in Section 2 below.

2. Formal complaints process

A party can only refer a matter to the formal complaints process if they have been through the applicable informal complaints process set out in Section 1.

The following steps will apply in relation to a formal complaint:

- a. In referring a matter to the formal complaints process, a party must email the complaint in writing to the President at sjnc.president@gmail.com. The email must set out details of the complaint (including dates of any events and a description of those events), the steps taken to resolve the complaint and, where applicable, how the party would like to see the matter resolved. If the President is a party involved in the complaint, the matter should be referred to the Vice-President and all references in this section to "President" should be read as references to "Vice-President".
- b. The President will, within 48 hours of receipt, acknowledge the complaint in writing and advise the Committee of the complaint.
- c. The Committee will set up a sub-committee comprised of 3 Committee members to investigate and manage the complaint. In investigating and managing the complaint, the sub-committee will:
 - i. ensure each involved party is afforded natural justice;
 - ii. endeavour to finalise the investigation of the complaint within 21 days of the President having received the complaint in writing;
 - iii. at the end of the investigation, provide a written report to the Committee on the outcomes of the investigation, including a recommendation regarding the proposed resolution of the complaint.

- d. The Committee will consider the written report received at the next Committee meeting or at a special committee meeting (if the matter is urgent). The decision of the Committee in relation to the complaint will be communicated to the complainant and directly involved parties.
- e. For the avoidance of doubt, any Committee member who is a party to a complaint or otherwise has an actual or perceived conflict of interest in relation to a complaint will not receive any communications or be involved in the complaints management process as set out in paragraphs (b) to (d) above.
- f. The Committee will maintain a register of formal complaints.

Section B – Complaints involving EDNA decisions

EDNA makes decisions about the grading of teams and fixtures for the Autumn/Winter and Spring competitions following recommendations by SJNC.

If a team wants to lodge a complaint in relation to a grading or fixture decision of EDNA, the relevant team manager or coach must provide written details of the complaint to the Secretary at saintjohnsnetball@gmail.com. The Secretary will forward the complaint to EDNA and the President within 48 hours of receipt.

In respect of other complaints involving EDNA, a complainant may request SJNC refer a matter to EDNA by providing written details of the complaint to the Secretary. The Secretary will refer the matter to the Committee for its consideration. Alternatively, other than in relation to grading or fixture decisions, individuals may, where appropriate, lodge a complaint directly with EDNA using the complaints process set out on its website.