



POLICY NAME:	Complaints
POLICY STATEMENT:	To ensure that complaints raised by members (including members of the committee), volunteers or community members are dealt with in a prompt and equitable manner.
OTHER DOCUMENTATION:	Fair Work Code Working with Children Check Netball Australia’s Members Protection Policy Netball Victoria’s Child Safety in Netball Policy
DATE APPROVED:	
REVIEW SCHEDULE:	12 months from approval

POLICY

It is recognised that people associated with the club will from time to time have grievances that need to be resolved in the interest of maintaining good relationships. Cheltenham East Dolphins Netball Club (CEDNC) believes that:

- it is a requirement of Netball Victoria (NV) that all affiliated associations and leagues appoint a complaints manager. As a minimum, the complaints manager should complete the Complaint Handling Program. Play by the Rules also offers other free training programs that would be of assistance to complaints managers. CEDNC will appoint a minimum of one Complaints Manager.
- people have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect.
- both the person making the complaint/dispute (complainant) and the person/s against who the complaint is made (respondent) will be given the opportunity to hear what is said against them and have the opportunity to respond.
- the best resolution is one that is reached cooperatively.
- a person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result.
- where a formal complaint is received by the complaint manager it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

- confidentiality of all involved is expected.

MEMBER PROTECTION POLICY

The Netball Australia Member Protection Policy covers areas such as child protection, anti-discrimination, sexual relationships, pregnancy, gender identity and cyber bullying.

In the instance where the complaint/grievance raised is in relation to child protection, anti-discrimination, sexual relationships, pregnancy, gender identity or cyber bullying the CEDNC will refer to Netball Australia's Member Protection Policy 2017.

Where a complaint, incident or matter arises which may be dealt with under Netball Victoria's **Child Safety in Netball Policy**, then it is to be resolved in accordance with the processes in the Child Safety in Netball Policy, to the exclusion of all other Netball Victoria disciplinary policies or processes.

PROCEDURE

A member or parent may lodge a grievance in relation to a decision or a process undertaken by a member of the club. This includes coaches, players and officials.

STEP ONE

CEDNC urges all complainants in the first instance to raise the grievance directly with the team coach. In the event that the no resolution is found or the Complainant is uncomfortable/unable to raise the complaint/issue, proceed to Step 2.

STEP TWO

Complainant shall now provide the CEDNC Complaints Officer/s with a written complaint by emailing chelteastdolphins@gmail.com.

The following information should be noted in the complaint.

- Date, time, place of incident/issue;
- What happened from their perspective?
- Who was involved?
- What is it they would like to have happen now?

Please note only complaints containing all relevant information and adhering to the above process will be handled via the complaints process.

STEP THREE

The CEDNC Complaints Officers will consider the complaint – this may involve seeking clarification on the complaint/issue, seeking a response from the respondent and/or seeking guidance from an outside source.

The complaint shall remain confidential during this process although any person subject to the grievance is entitled to be informed of the details of it.

The CEDNC Complaints Officer/s will make a decision on the complaint which will include any penalties that have been set.

The draft reply may be placed before the committee and considered by them if required.

A CEDNC Complaints Officers will then notify both the complainant and respondent of the outcome, firstly verbally and then in writing.

The CEDNC Complaints Officers may use any of the following methods to resolve the grievance (but not limited to these methods).

- Provide a written reply to the aggrieved person detailing the matters considered during this process.
- Explain to the person who is aggrieved, any processes that have been undertaken by the club in relation to the issue relating to the grievance.
- If agreeable by person making the grievance and person who is the subject of the grievance, arrange a meeting between the parties to discuss the matter.
- Obtain any background information in relation to the grievance to ensure a clear indication of all factors concerning the grievance is able to be made.
- An appropriate apology from the person concerned in relation to an action outlined in the grievance.
- Deem the matter unable to be resolved after these processes have been followed.
- Take no action and the grievance dismissed (dependent on the validity of the complaint).

Other Action Considered by the Club

Suitable action in relation to the complaint will vary according to the circumstances, but can include and is not limited to:

- an undertaking by the club to review the practices / procedures as outlined in the complaint.
- an undertaking by the club to implement the suggestions made in relation to the complaint.
- the documented complaint will be filed with any appropriate endorsements noted.
- the complaint register will be endorsed appropriately.

APPEAL

Any member wishing to appeal the decision of the CEDNC Complaints Officer must do so to the CEDNC in writing within 14 days of the written notification, stating the reasons for the Appeal. It will then be reviewed by the President and Vice President of the Club too seek a favorable resolution for all parties.

COMPLAINT/DISPUTE INVOLVING A CEDNC COMMITTEE MEMBER

In the event where a CEDNC Committee member is involved either as a complainant or respondent the dispute will be heard in the same manner as above. However, due to a conflict of interest, that Committee member will be absent during any discussion and decision-making process.

APPROVED	Version 1.0
Signature:	<i>Viv Interrigi</i>
Name:	Vivienne Interrigi
Title:	President
Date:	4 th July 2021
Review	Review 1 /...../..... Version No:
	Review 2 /...../..... Version No:
	Review 3 /...../..... Version No:
	Review 4 /...../..... Version No:
	Review 5 /...../..... Version No: