



Eltham Panthers Netball Club

Complaint Handling Policy

1. Purpose

The Eltham Panthers Netball Club (EPNC) Complaint Handling Policy has been developed to outline procedures for addressing and resolving complaints within the organization, ensuring fairness, transparency, and accountability. It details how complaints are received, investigated, and resolved, while also emphasizing the importance of confidentiality and continuous improvement.

2. Scope

This policy applies to all potential and registered players, coaches, volunteers, and families of Eltham Panthers Netball Club who seek to have a complaint addressed and resolved.

3. Definition of a Complaint

A complaint within the context of Netball Victoria can fall into a variety of categories, as outlined in this table - <https://vic.netball.com.au/dispute-resolution>

4. Complaint Handling Process

- **Complaint Lodgement:**
 - a. Concerns / incidents regarding child safety or wellbeing fall under the [Safeguarding Children and Young People Policy](#) and should be directed to the EPNC Child Safety Officer via confidential email to childsafety@elthampanthersnetballclub.com.au.
 - b. Complaints that do not fall under the [Safeguarding Children and Young People Policy](#) should be lodged by completing and emailing a completed EPNC Complaint Form (**Appendix 1**) to the EPNC Complaint Manager via confidential email to info@elthampanthersnetballclub.com.au
 - c. A Complaint Form must be submitted to the EPNC Complaint Manager within three (3) working days of the incident. Any witness statements should also be provided.
 - d. Once a Complaint Form has been lodged, EPNC's Complaints Manager will determine the appropriate process to follow using the relevant policy (including but not limited to Manningham Netball's Bylaws, Netball Victoria Competition Complaint Handling Regulation or Netball Australia Member Protection Policy).
- **Acknowledgement:** Promptly acknowledging receipt of the complaint.

- **Initial Assessment:** Determining the validity of the complaint and its jurisdiction within the appropriate policy.
- **Investigation:** Gathering information, interviewing relevant parties, and reviewing evidence.
- **Decision Making:** Making a fair and impartial decision based on the findings of the investigation.
- **Outcomes:** Communicating the outcome to the complainant and other relevant parties. Parties involved will be notified in due course if any further action or information is required or of any decisions or penalties to be imposed
- **Resolution:** Implementing appropriate actions to resolve the complaint, which may include mediation, disciplinary action, or other remedies (see Section 5).

5. Disciplinary Action:

Stage 1. Wherever possible, mediation will be attempted to resolve complaints in the first instance, with parties working toward an agreed upon outcome to appropriately address the complaint.

Stage 2. In some circumstances, one of the following penalties may be imposed, using a graded approach, with suspension and deregistration reserved for more serious breaches. The following penalties may be considered:

(a) A warning

(b) Remedial penalties such as:

- Written apology
- Training and education
- Rereading / re-signing Code(s) of Conduct(s)

(c) Suspension (in the case of a suspension the [Netball Victoria Competitions Complaint Handling Regulation](#) will be used to guide the suggested time penalty imposed)

(d) Disqualification/Deregistration

(e) Any other such penalty as the Complaints Manager and/or members of the Executive Committee considers appropriate.

5. Confidentiality:

- Complete confidentiality is maintained throughout the complaint handling process except in instances where the health or safety of the individual/others may be at risk if confidentiality is maintained.
- Complaint information is only available to the EPNC Complaint Manager, President and Vice President, as well as the Child Safety Officer, where appropriate.

6. Continuous Improvement:

- All complaint-related information, including outcomes and actions taken are recorded, dated, and stored securely for a minimum of two years.

- This policy will be reviewed annually to ensure that it continues to meet the needs of our members and remains effective in providing the necessary support. Any updates or changes will be approved by the club's committee.
- Feedback is provided to relevant committees and stakeholders to identify areas for improvement.

7. Roles and Responsibilities:

The Complaint Handling Process is overseen by the EPNC Complaint Manager, President and Vice President, as well as the Child Safety Officer, where appropriate. If the complaint relates to one of the individuals in these roles, this individual shall be excluded from the complaint handling process.

8. Contact Information:

For assistance or more information regarding complaint handling, please contact the President or a Committee member:

Eltham Panthers Netball Club Committee Email: info@elthampanthersnetballclub.com.au

APPENDIX 1

	COMPLAINT FORM
Event / Competition:	
Venue of incident:	
Exact location of incident:	
Date of incident:	
Nature of Complaint: <i>Can tick more than one box</i>	☐ Competition Related Incident ☐ Hazard / Potential Hazard ☐ Unsportsmanlike behaviour ☐ Attempting physical abuse ☐ Fighting ☐ Verbal Abuse ☐ Disputing umpire decision ☐ Abuse of an umpire ☐ Breaches of Code of Conduct ☐ Discrimination ☐ Physical abuse ☐ Spitting ☐ Threatening ☐ Other
Complainant Name:	☐ Under 18 ☐ Over 18
Complainant Phone:	
Complainant Email:	
Role / Status in netball:	☐ Athlete or Player ☐ Coach or Assistant Coach ☐ Official ☐ Administrator (volunteer) ☐ Employee (paid) ☐ Support Personnel ☐ Team Manager ☐ Parent ☐ Spectator ☐ Other _____
Respondent Name:	☐ Under 18 ☐ Over 18
Role / Status in netball:	☐ Athlete or Player ☐ Coach or Assistant Coach ☐ Official ☐ Administrator (volunteer) ☐ Employee (paid) ☐ Support Personnel ☐ Team Manager

	☐ Parent ☐ Spectator ☐ Other _____
Witness Name:	☐ Under 18 ☐ Over 18
Role / Status in netball:	☐ Athlete or Player ☐ Coach or Assistant Coach ☐ Official ☐ Administrator (volunteer) ☐ Employee (paid) ☐ Support Personnel ☐ Team Manager ☐ Parent ☐ Spectator ☐ Other _____
Please provide a detailed/factual description of alleged incident: <i>(Please use additional pages if more detail is required)</i>	
Outline any action taken at the time of the incident: <i>(Please use additional pages if more detail is required)</i>	

What outcome would you like to see as a result of this complaint?	
Signed:	Date:
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