



Mindarie Netball Club Complaints Policy

Complaints Policy		Approval Date:	21/07/2020
		Review Date:	21/07/2021
		Version No:	1
President:	Sign: <i>Rwright</i>	Name: Rebecca Wright	
Vice- President:	Sign: KShimming	Name: Kelly Shimming	

1. HANDLING COMPLAINTS

Mindarie Netball Club aims to provide a simple, confidential, and trustworthy policy for resolving complaints based on the principles of policy fairness. The below policy applies to all members, parent/guardians, coaches, managers, and association officials.

2. WHO MAY LODGE A COMPLAINT?

Any person (complainant) may report their complaint about a person, people or organisation bound by this policy (respondent) if they feel they have been discriminated against, harassed, bullied or any other serious breach of Mindarie Netball Club's policies.

3. WHO DO YOU COMPLAIN TO?

In the first instance, complaints should be reported to the relevant Association Official. If it is not a serious complaint, we ask for the situation to be resolved immediately by speaking with the coach or manager.

For more serious complaints or if your complaint was not resolved by the coach or manager then we require a written statement of your complaint. You are then to forward your written complaint to Mindarie Netball Club's President at beck.mindarienetball@gmail.com where then some form of action will be taken.

4. SUBSEQUENT ACTION

Once the President has received a written report, the Mindarie Netball Club Committee will determine what, if any, further action to take. This action may include:

- a) a direction to the President to make further enquiries and obtain additional information.
- b) disciplinary action; or
- c) a meeting in which a resolution is agreed upon involving the complainant and other relevant parties



Game Day (WDNA)

Each team is provided with 2 cards – an umpire assistance card and a match office assistance card. If the team coach requires assistance with an umpiring matter, the umpire assistance card must be presented at the Umpires Office (top court) or the far court match office. If the team coach requires assistance with spectators or other issues, then the match assistance card must be presented at the Match Office (top court) or the far court match office. Assistance will only be provided if there are enough volunteers to do so. If a club misplaces their game day cards, they will be charged a \$10 replacement fee per card.

Official Complaints The procedure applies to the following members and individuals:

- Players, Coaches (including assistant coaches), Umpires and any other official, or clubs who enter any WDNA competition, program, or event and
- Spectators who are not members of WDNA will be deemed as being associated with the club they are supporting at the time of any incident.

A complaint may only be lodged by the club contact on the appropriate form with the WDNA within 48 hours of the match together with a fee of \$20.00; this fee will be refunded if the complaint progresses to mediation or a tribunal. The offence may have occurred before, during or after the competition, program, or event, but must have occurred on WDNA premises. The car park does not form part of WDNA premises.

The Board will refuse to accept complaints that have not been signed by the club contact and any complaints that are deemed to be frivolous, vexatious, or otherwise mischievous in their nature.

The final decision will rest with the DOC in conjunction with the Board.

Where a WDNA Board member or Official believes an offence may have been committed or the Board receives a letter of complaint, but no report has been made; the Board may investigate or appoint a person to investigate the alleged offence. If after the investigation the Board or person appointed to investigate recommends that a report should be made, the Board or the person appointed by the Board may make a report. A report arising out of an investigation conducted under this clause should be made within one week of the date on which the alleged offence took place, however the report should be made sooner where possible.

A decision shall be made by the DOC, in conjunction with the Board, in a reasonable time upon receipt of the complaint as to whether further action shall be required.