

COMPLAINT RESOLUTION

Background

Balnarring District Netball Club (BDNC) aims to ensure all complaints are resolved to the satisfaction of the members and Committee in a timely manner. All members have a responsibility to participate in reasonable actions to resolve issues.

Complaint Resolution Officer

BDNC Committee has delegated the Vice President as the BDNC/MPNA Complaint Resolution Officer in the event a complaint has been lodged against a BDNC Coach, Team Manager, player or spectator.

The Complaint Resolution Officer will be nominated in Netball Connect as the club contact.

Game Day Complaint Resolution Procedure

Complaints about opposition, umpires and other external people

- Any complaints arising during a netball game should be made at the time of the game.
- The **Team Manager** should immediately:
 - approach the MPNA office and outline the concerns. A MPNA official will then investigate the situation and facilitate complaint resolution.
 - contact the Vice President to advise BDNC of the complaint.
- Under no circumstances are BDNC Coaches, Team Managers, players or spectators permitted to directly approach an opposition Coach, Team Manager, player, spectator or the umpires to directly resolve any issue.

BDNC Internal Complaint Resolution Procedure

Complaints about team matters

How to make a complaint:

- Any person wishing to raise a team related issue shall initially approach:
 - a. The coach; if the coach is an adult coach.
 - b. The Team Manager; if the coach is a junior coach.
- Complaints of **any** nature are **never** to be raised directly with junior coaches.
- The person reporting the issue should make suggestions that may resolve the issue where possible.

Complaint resolution - step 1 - local solution

- As soon as possible after a complaint has been reported the Coach/Team Manager and the complainant should meet and try to resolve the issue.
- The Coach/Team Manager will take all reasonable steps to resolve the issue taking into account:
 - a. The extent of the issue, i.e., if it is likely to have a wider effect in the Club
 - b. The number of players or teams affected
 - c. Whether appropriate temporary measures are possible or desirable
 - d. The expected time before the issue can be addressed
 - e. What resources may be needed to resolve the issue.
- The Coach/Team Manager may call on the Vice President or President for assistance at any time.

Complaint resolution - Step 2 - referral

- Where a local solution cannot be reached, the Coach/Team Manager will refer the matter to the Vice President or Club President who will direct the issue to delegated members of the Executive Committee for discussion/decision.
- The final decision with regard to any complaints will be resolved by the Executive Committee.
- The final decision will be appropriately documented by the appropriate member of the Executive Committee and the records will be administered in accordance with privacy principles.

Complaints of a general club nature

How to make a complaint:

- Any person wishing to raise a complaint of a general nature may approach any Committee Member.
- The person reporting the issue should make suggestions that may resolve the issue where possible.

Complaint resolution - step 1 - local solution

- As soon as possible after a complaint has been reported the Committee Member and the complainant should meet and try to resolve the issue.
- The Committee Member will take all reasonable steps to resolve the issue taking into account:
 - a. Whether appropriate temporary measures are possible or desirable
 - b. The expected time before the issue can be addressed
 - c. What resources may be needed to resolve the issue.
- The Committee Member may call on the Vice President or President for assistance at any time.

Complaint resolution - Step 2 - referral

- Where a local solution cannot be reached, the Committee Member will refer the matter to the BDNC Vice President or President who will direct the issue to the Executive Committee for discussion/decision.
- The final decision with regard to any complaints will be resolved by the Executive Committee.
- The final decision will be appropriately documented by the appropriate member of the Executive Committee and the records will be administered in accordance with privacy principles.

Additional information:

- Where the complaint is regarding the President, the Vice President will coordinate the resolution of the complaint.
- The Executive Committee must approve the involvement of any external parties.
- Only the BDNC President is authorised to make public statements on behalf of BDNC.

Netball Victoria Policies

- Netball Victoria have developed a range of grievance policies and regulations to ensure netball is delivered in an enjoyable, safe and inclusive environment.
- The [Dispute Resolution Flowchart](#) gives an overview of the dispute resolution processes relating to various policies and regulations.
- BDNC may utilise these policies to resolve complaints at its discretion.