



Carrum Netball Club – Complaints Policy

Purpose

This policy outlines the process for managing complaints within Carrum Netball Club (CNC), to ensure all concerns are addressed fairly, promptly and in accordance with our values and legal obligations. This policy is aligned with the Club Constitution, Bylaws, Netball Victoria (NV) policy framework, and child safe standards.

Scope

This policy applies to all members of Carrum Netball Club, including players, parents/guardians, coaches, volunteers, committee members, and spectators.

1. Lodging a Complaint

- Complaints **must be made directly to the Club in the first instance**, even if the issue may fall under a broader Netball Victoria or Netball Australia policy.
- Complaints of any nature must be directed to the **Club Complaints Manager** (or an Executive Committee Member in their absence).
- Complaints form must be filled out and submitted in **writing via email** to:
enquiries@carrumnetballclub.com.au

(Verbal concerns should be followed up in writing to create a record.)

- Written complaints must include:
 - The name and role of the complainant;
 - A description of the issue/incident;
 - Names of those involved (if known);
 - Date and location of the incident;
 - Any evidence or witnesses (if applicable);
 - Desired outcome or action sought.
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2. Internal Handling of Complaints

- The Club Complaints Manager will log the complaint and notify the President or Vice President.
 - The matter will be presented at the next Committee meeting, or earlier if urgent.
 - The Complaints Manager or Committee will investigate the issue and attempt to resolve the matter within **14 days** of receipt.
 - All information will be handled confidentially and in line with privacy and child safety obligations.
 - Where appropriate, the complainant and respondent will both have the opportunity to be heard.
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3. Resolutions at Club Level

- The Club will strive to resolve issues **informally and amicably**, focusing on education, mediation, or improvement of practices.
 - Formal outcomes may include:
 - Written warning or request for behaviour change;
 - Mediation between parties;
 - Disciplinary measures per Club Constitution;
 - Referral to external body if required.
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4. Escalation Pathways

If a satisfactory resolution cannot be achieved at the club level:

- **Matters involving serious misconduct, discrimination, child safety breaches, abuse, harassment, or member protection issues** may be escalated under:
 - Netball Victoria Member Protection Policy
 - Safeguarding Children and Young People Policy
 - Netball Australia Conduct & Disciplinary Policy
- Escalation must follow the applicable policy framework and will be supported by the Club when appropriate.

Relevant External Resources:

- [NV Dispute Resolution Framework](#)
 - [NA Integrity & Disciplinary Policy](#)
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5. Timeframes

- Where possible, complaints should be lodged within **3 working days** of the incident (per Netball Victoria guidelines) NV Policy Framework for....
 - Exceptions apply for child safety or serious conduct issues.
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6. Record-Keeping

- All formal complaints and outcomes will be stored securely by the Club Secretary.
 - Documentation will only be accessible to the Committee, unless disclosure is legally required.
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7. Non-Retaliation

- Retaliation against individuals who lodge complaints in good faith is strictly prohibited.
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Created: July 2025

Approved by: Carrum Netball Club Committee