

Complaints and Disciplinary Procedure

Hertford Hornets Netball Club are committed to providing the best possible participant experience. We hope that most problems, concerns or areas of dissatisfaction can be resolved informally at the time they occur. However, should that not be possible or appropriate, we take complaints about our policies, decisions and service provision seriously, and are committed to investigating all valid complaints, with a view to establishing what went wrong and whether there are service improvements or lessons to be learnt to ensure we are 'the best we can be'.

The questions and answers below should assist you in making a complaint and ensure the process is understood.

Q. Can I talk through my grievance or concern with someone and resolve it informally instead of making a formal complaint?

A. Yes, grievances can often be sorted out on an informal basis, which is often quicker and less onerous. Don't be afraid to speak to a relevant committee member or coach to see if they might be able to resolve the misunderstanding. You can find all our contact details on the website or in the Club Handbook.

No investigation or Disciplinary Action will be taken as the result of an informal complaint.

Q. How do I make a formal complaint about the behaviour of a member of Hertford Hornets Netball Club?

A. If your complaint is about the actions or behaviour of a person who is participating or volunteering in netball (including Players, Parents, Coaches, Committee Officers or other Volunteers) then we would ask you to submit the details of your complaint in writing to the Club Secretary. The following details should be included as part of the complaint submission: the name(s) of the person to whom the complaint is made against, details of the allegation and any evidence that would support the allegation.

We will strive to acknowledge your complaint within 3 working days with a summary of what the complaint is understood to be. Complaints will be investigated by the current Executive Committee, and the Club Safeguarding Office where required. The Club Secretary will identify the most appropriate people to handle the complaint and will initiate the investigation. We will aim to respond in a comprehensive manner within 10 working days after investigation.

Q. What about if the issue is safeguarding related?

Please refer to our Safeguarding policies and guidance on our website
www.hertfordhornetsnetballclub.co.uk

Q. What are the potential outcomes of my complaint?

A. If your complaint is upheld, you will be responded to with a suitable response based on our findings. This may include (but not be limited to):

- An apology;
- A proposed remedy;
- An indication of what service improvement will be made, or
- Progression to a Disciplinary Charge if the investigation discloses a breach of Codes of Conduct

Q. Do I have a right to Appeal if I am not happy with the result of my complaint?

A. Yes, you do have a right to appeal. Appeals must be submitted in writing to the Club Secretary, detailing why you are unhappy with the outcome or conduct of the complaint. The Club Secretary will either deal with the appeal or appoint another person if they have dealt with the Complaint previously. The person conducting the Appeal will write to you with their Decision. There is no further right of Appeal.

Q. Can I keep complaining?

A. You may not be happy with the outcome of your complaint or any Appeal you have made, but provided the proper process has been followed, we are unable to take any further action. Repeat complaints about the same issue will not alter this and at times complaints can become vexatious and/or persistent, causing undue stress for volunteers and resulting in a disproportionate use of resources.

In dealing with such situations the Club Secretary or other appointed Committee Officers will ensure the Complaints Procedure has been correctly implemented and that no material element of the complaint has been overlooked or inadequately addressed. Where a wider complaint is deemed to be persistent or is considered to have no basis or genuine substance, Hertford Hornets Netball reserves the right not to investigate. In this situation, Hertford Hornets Netball Club will notify the complainant within 10 working days.