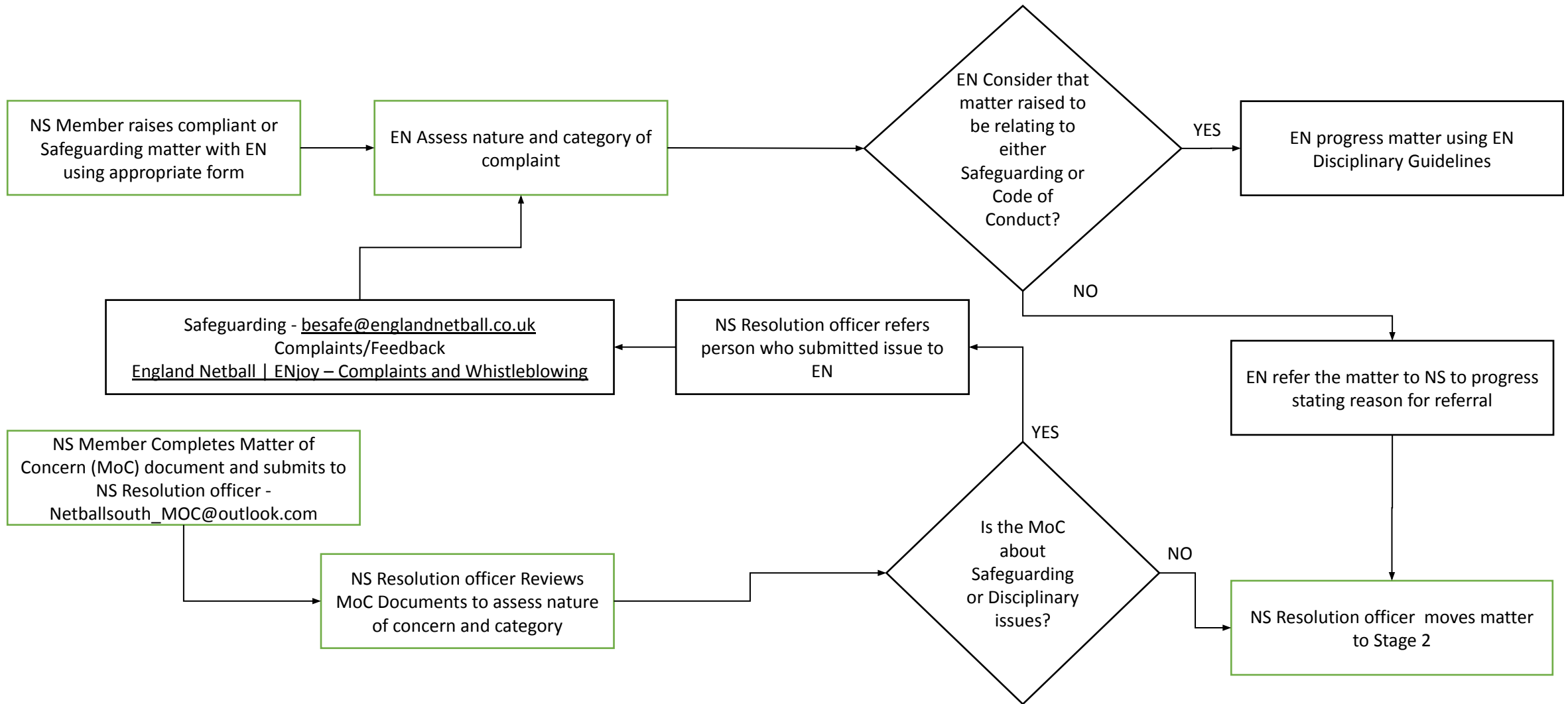


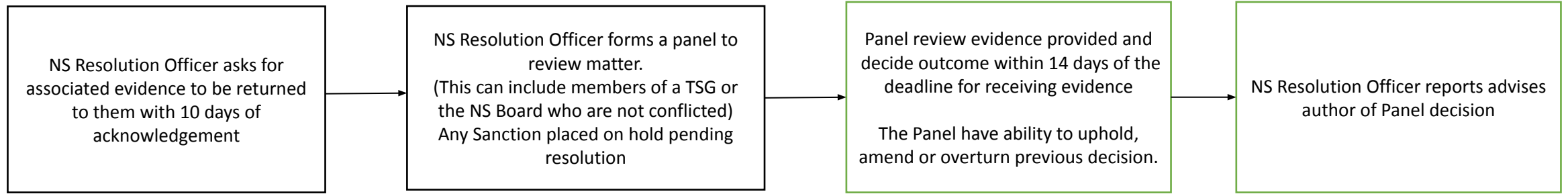
FEEDBACK/COMPLAINTS AND MATTERS OF CONCERN PROCESS - STAGE 1 (Categorisation and Allocation of Owner)



NETBALL SOUTH MATTERS OF CONCERN PROCESS – STAGE 2 (Investigation and Response)

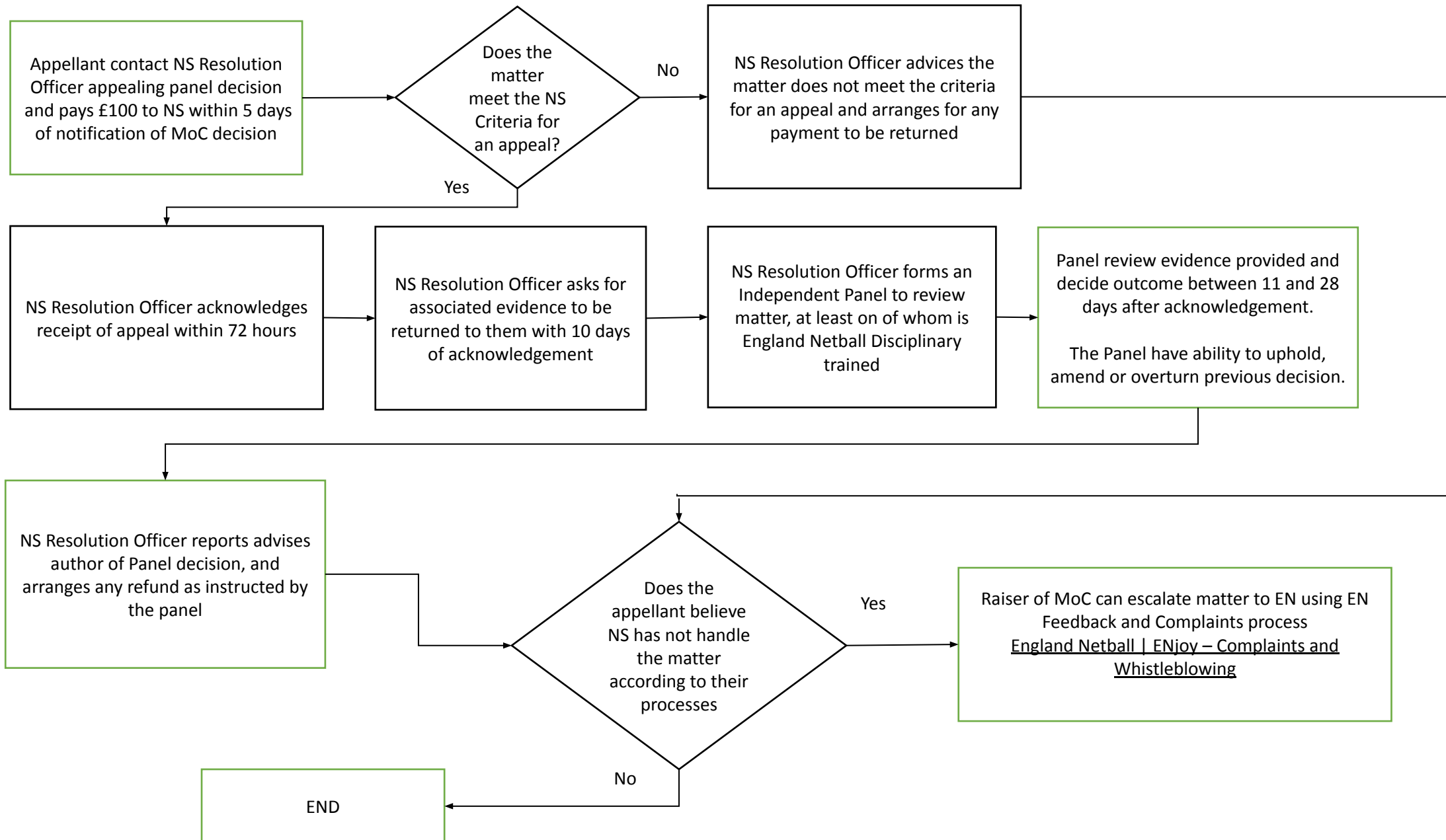
NS Resolution officer will assess whether the matter meets the appropriate criteria for a Matter of Concern (MoC) and either acknowledges receipt of reject the matter within 72 hours

Where the matter meets the criteria for a Matter of Concern



28 Days (this may be quicker if evidence is gathered quicker, and panellists are available)

NETBALL SOUTH MATTERS OF CONCERN PROCESS – STAGE 3 – (Appeals Process)



Version Control

Version 1

Date: 14 July 2022

Revision Date: July 2023