



Winston Hills Netball Club

Complaints Handling Process

Complaints Procedure Inter-Club

These guidelines have been developed due to Baulkham Hills Shire Netball Association (BHSNA) encouraging clubs to discuss and resolve any game day issues within the clubs concerned. BHSNA are to be notified only if satisfactory outcomes cannot be determined by either club identified.

Game Day Issues

- Control is called to game.
- Control request appropriate committee member to attend game (e.g., Umpire Convenor, Registrar, Coaching Convenor).
- If Control request Winston Hills Netball Club (WHNC) Executive only – approach Control and contact the appropriate committee member/s (any committee member can approach Control in this instance, excluding sub-committee members).

Complaint Received from WHNC Member Regarding another Club

1. All complaints should be in writing and emailed to Secretary at whncsecretary@gmail.com
2. The Secretary will alert WHNC President and any other suitable person within the WHNC committee (forming a sub-committee for this complaint).
3. A member of the sub-committee will contact the complainant and confirm the complaint, request any further information, outline the process that is to be taken and a timeline for the course of proceedings.
4. An email is to be compiled by the sub-committee, outlining the WHNC member's complaint and a satisfactory course of action, and sent to the relevant club's secretary, president and appropriate committee member, if possible, after review from the WHNC President.

5. Any response from the club involved will be discussed within the sub-committee and action taken, if required, with the complainant being updated on either clubs actions to date.
6. The complaint and responses should be recorded and filed for any possible future action.
7. The matter should be discussed with the committee, when deemed necessary for the entire committee to be made aware of the situation.
8. If the complaint is not resolved to the Complainant's satisfaction, the complaint may be escalated to BHSNA.

Complaint Received from another Club Regarding WHNC Member

1. Complaint received from another club by WHNC Secretary.
2. Secretary will alert WHNC President and any other suitable person within the WHNC committee (forming a sub-committee for this complaint).
3. Sub-committee to contact relevant club and confirm complaint and request any further information, outline the process that is to be taken and a timeline for the course of proceedings.
4. WHNC members identified in complaint are contacted, sent copy of complaint and are offered a right to respond. This should be submitted to WHNC Secretary in writing within 72 hours.
5. Any and all persons involved in the situation or witnesses should then be contacted and a time arranged for any questions to be asked. The responses should be recorded and confirmed with the person(s) at the end of the discussion.
6. The responses of all person(s) and any notes etc should then be compiled into a report and the sub-committee should determine a course of action. If necessary, the matter may be discussed with the wider committee if further consultation is required, and an outcome cannot be determined within the sub-committee.
7. After review from the WHNC General Manager, the Secretary will respond in writing, to the complainant club (President, Club Secretary or any other relevant person) outlining any course of action determined by the sub-committee (if deemed necessary). The Secretary will inform the person(s) that the complaint

was concerning, (in writing) of any course of action determined (if deemed necessary).

8. Any further responses from the club involved will be discussed within the sub-committee and action taken if required and the WHNC member updated if appropriate only after review from the General Manager.
9. The complaint and responses should be recorded and filed for any possible future action
10. If the complaint is not resolved to the Complainant's satisfaction, the complaint may be escalated to BHSNA. <http://bhsna.nsw.netball.com.au>

Update	Comments
July 2019	Version 1 adopted by WHNC