



ALLSTARS NETBALL CLUB COMPLAINTS PROCESS

Allstars Netball Club Incorporated has a complaints policy specific to its operations.

A complaint can be made to the club regarding the conduct of:

- the president, executive, coaches or other club volunteers
- players of the club
- parents of the club
- any third parties providing services on behalf of the club (if relevant)

The club will ensure that justice & fairness are adopted at every stage of the complaints process. All formal complaints will be heard and decided on within (1) month of receiving the written complaint.

If the club considers more than (1) month is required to process and finalise the complaint, the complainant will be informed of the reasons in writing and will be regularly updated on the progress of the complaint.

Complaints should be directed to the club at: allstars.netball@outlook.com.au