



Complaint Policy and Procedure - Allstars Netball Club

1. Purpose

The purpose of this Complaint Policy and Procedure is to provide a fair, transparent, and respectful process for managing complaints within Allstars Netball Club Inc. The club is committed to providing a safe, inclusive, and positive environment for all players, coaches, officials, volunteers, parents, spectators, and members.

This policy aims to:

- Encourage concerns to be raised early and resolved promptly.
- Ensure complaints are managed fairly, confidentially, and without bias.
- Protect the rights and wellbeing of all parties involved.
- Promote respectful behaviour and accountability throughout the club.

2. Scope

This policy applies to:

- Players
- Coaches and assistant coaches
- Umpires and officials
- Volunteers and committee members
- Parents/guardians
- Spectators
- Members and visitors associated with the club

This policy applies to complaints relating to:

- Behaviour and conduct

- Bullying, harassment, or discrimination
- Breaches of club rules, codes of conduct, or policies
- Poor sportsmanship
- Safety or welfare concerns
- Conflicts between members
- Complaints regarding coaching, selection, administration, or communication

This policy does not replace any obligations under state or national laws or governing body regulations.

3. Guiding Principles

All complaints will be managed according to the following principles:

- Fairness and impartiality
- Respect and confidentiality
- Timeliness
- Natural justice
- Child safety and member wellbeing
- No victimisation or retaliation against any person making a complaint

4. Informal Resolution

Where appropriate, members are encouraged to resolve concerns informally and respectfully before making a formal complaint.

Examples may include:

- Speaking directly with the person involved
- Discussing concerns with a coach or team manager
- Seeking assistance from a committee member

Informal resolution is not appropriate for serious matters involving:

- Child safety concerns
- Abuse, threats or bullying
- Harassment, discrimination or deliberate exclusion

- Violence or unlawful behaviour
-

5. Formal Complaint Procedure

Step 1 – Lodging a Complaint

A formal complaint should:

- Be submitted in writing (email or letter of complaint)
- Include relevant details such as:
 - Date and time of incident
 - People involved
 - Description of the issue
 - Any witnesses
 - Desired outcome (if applicable)

Complaints should be submitted to:

- Club President; or
- Allstars Committee

Complaints should ideally be lodged within 14 days of the incident occurring.

Step 2 – Acknowledgement

The club will acknowledge receipt of the complaint within 5 business days where possible.

The complainant will be advised:

- The complaint has been received
 - The process that will follow
 - Expected timelines
 - Whether further information is required
-

Step 3 – Assessment

The club will assess:

- The seriousness of the complaint
- Whether immediate action is required
- Whether the matter falls under another organisation's jurisdiction (e.g. association, Netball Queensland, police, child protection authorities)

The club may:

- Attempt mediation
- Conduct an internal investigation
- Refer the matter externally

Step 4 – Investigation

Where required, the club may:

- Interview relevant parties
- Collect statements or evidence
- Review relevant policies or codes of conduct

All parties will have an opportunity to respond to allegations before any decision is made.

Confidentiality will be maintained as much as reasonably possible.

Step 5 – Outcome

Following assessment or investigation, outcomes may include:

- No further action
- Verbal or written apology
- Mediation or facilitated discussion
- Education or training
- Verbal or written warning
- Suspension from club activities
- Removal from a role or membership
- Referral to the relevant governing body or authorities

The club will communicate outcomes to relevant parties in writing where appropriate.

Outcome decisions will ideally be reached within 30 days of receipt of the complaint.

6. Appeals

A person may appeal a decision if:

- There was a significant procedural error; or
- New relevant information becomes available.

Appeals must:

- Be submitted in writing
- Include reasons for the appeal
- Be lodged within 7 days of the outcome notification

The committee or an appointed independent panel will review the appeal and determine whether:

- The original decision stands
- Further investigation is required
- A different outcome is appropriate

The appeal decision will be final.

7. Confidentiality

All complaints will be handled confidentially where possible. Information will only be shared with those directly involved in managing or resolving the complaint.

The club acknowledges that complete confidentiality cannot always be guaranteed where:

- Procedural fairness requires disclosure
 - Safety concerns exist
 - Reporting obligations apply
-

8. Record Keeping

The club will securely retain records relating to:

- Complaints received

- Investigations undertaken
- Outcomes and actions

Records will be maintained in accordance with privacy obligations.

9. Malicious or Vexatious Complaints

Complaints made knowingly false, malicious, or intended to cause harm may result in disciplinary action.

10. Related Policies

This policy should be read alongside:

- Code of Conduct
 - Child Safety Policy
 - Member Protection Policy
 - Social Media Policy
 - Disciplinary Policy
-

11. Policy Review

This policy will be reviewed every two years or earlier if required by legislative or organisational changes.

Adopted by: Allstars Netball Club Inc. Committee

Date Adopted: 1st May 2026

Next Review Date: 1st February 2028