



Complaint Handling Policy



Randwick Netball Association

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1. Purpose

Randwick Netball Association (RNA) is committed to providing a safe, inclusive, and respectful environment for all participants. This policy outlines the process for managing complaints within RNA and its affiliated clubs, ensuring concerns are handled promptly, fairly, and consistently.

2. Scope

This policy applies to:

- i. All RNA-affiliated clubs
- ii. Players, coaches, managers, umpires, volunteers, and officials
- iii. Parents, spectators, and visitors
- iv. All RNA competitions, programs, and events

It covers complaints relating to:

- i. Behaviour and conduct
- ii. Association decisions
- iii. Discrimination, bullying, harassment
- iv. Child safeguarding
- v. Breaches of Codes of Behaviour or relevant policies

3. Guiding Principles

RNA and its clubs will manage complaints in accordance with the following principles:

- i. **Respect:** All parties will be treated with dignity and courtesy.
- ii. **Fairness:** Decisions will be impartial, evidence-based, and consistent.
- iii. **Confidentiality:** Information will be shared only with those directly involved in resolving the matter.
- iv. **Safety:** The wellbeing of children and vulnerable people is paramount.
- v. **Timeliness:** Complaints will be addressed as quickly as possible.
- vi. **Right to be heard:** All parties will have the opportunity to present their perspective.
- vii. **Right to support:** Complainants may seek support from a trusted person or external body.

4. What is a complaint

A complaint is an alleged breach that has been lodged with a relevant organisation.

5. Complaint Pathways

Complaints may be managed through one of the following pathways:

5.1 Self-Management

Used when:

- i. The issue is minor or a misunderstanding
- ii. There is no risk of harm or retaliation
- iii. The person feels comfortable addressing the issue directly

Individuals are encouraged to resolve concerns respectfully with the other party where appropriate.

5.2 Informal Resolution (Club Level)

Most issues should be addressed at the club level first.

Handled by:

- Club President or Secretary
- Club Complaints Officer
- Relevant Committee Member

Suitable for:

- Interpersonal conflict
- Sideline behaviour
- Low-level disrespect
- One-off incidents

Possible actions:

- Listening and clarifying the issue
- Providing guidance on policies and expectations
- Facilitating conversation or mediation
- Observing behaviour at training or games
- Providing education or reminders

If the issue cannot be resolved informally, it may progress to a formal process.

5.3 Formal Resolution (Club or RNA)

A formal process is required when:

- A written complaint is submitted
- The matter involves moderate or serious harm
- Allegations relate to:
 - Bullying
 - Discrimination or racism
 - Homophobia or vilification
 - Sexual harassment
 - Child safeguarding concerns
 - Grooming or abuse
- The issue involves multiple clubs or RNA-appointed officials
- The club cannot resolve the matter.

Formal processes may involve:

- Written statements
- Interviews
- Review of evidence
- Referral to external agency or disciplinary committee
- Sanctions or corrective actions.

5.4 External Referral

Some matters must be referred to external authorities:

- Sport Integrity Australia (SIA): Child safeguarding, discrimination, abuse, serious misconduct.
- Netball NSW: Member Protection Policy breaches, serious conduct issues.
- Police or Child Protection Agencies: Criminal behaviour, child abuse, threats, violence.

RNA and clubs must escalate immediately when required by law or policy.

6. Roles and Responsibilities

6.1 Clubs

- Act as the first point of contact for complaints.
- Maintain a designated Complaints Officer.
- Manage informal and club-level formal complaints.
- Keep accurate and confidential records.
- Escalate matters to RNA when appropriate.

6.2 Randwick Netball Association

- Manage complaints involving:
 - Clubs.
 - Umpires.
 - Competition management.
 - Issues escalated from clubs.
- Provide guidance to clubs on complaint handling.
- Maintain records of association-level complaints.
- Refer matters to Netball NSW, SIA, or authorities when required.

6.3 Individuals (Players, Coaches, Parents, Spectators)

- Follow Codes of Behaviour.
- Raise concerns respectfully.
- Participate in complaint processes honestly and cooperatively.

7. Complaint Handling Process



8. Record Keeping

Clubs and RNA must maintain:

- A confidential complaints register.
- Copies of written complaints.
- Notes from meetings or conversations.
- Evidence considered.
- Final outcomes and actions.

Records must be stored securely and retained in accordance with legal and organisational requirements.

9. Confidentiality

All complaints will be handled confidentially. Information will only be shared with individuals directly involved in resolving the matter or where required by law.

10. Appeals and Escalation

Complainants may request escalation when:

- They believe the process was unfair
- New information becomes available
- The issue remains unresolved

Escalation options include:

- RNA (if initially handled by a club)
- Netball NSW
- Sport Integrity Australia
- External authorities (where applicable)

11. Related Documents

- RNA Competition Rules
- RNA & Netball NSW Codes of Behaviour
- RNA Constitutions
- Netball NSW Member Protection Policy
- National Integrity Framework
- Sport Integrity Australia Complaints Process

12. Review of Policy

This policy will be reviewed as required due to legislative, organisational, or policy changes.



13. Club or RNA Complaint Handling Flowchart



**Refer to
Annexure A
flowchart
dot points
02 and 03**

14. RNA or Club Contacts

Please refer to the RNA website for up-to-date contact details for RNA or Club Contacts.

www.randwicknetball.com.au

Alternatively, the RNA Complaints email is complaints@randwicknetball.com.au

Flowchart – Complaints process
Dot points 2 and 3

Annexure “A”

