



COMPLAINTS POLICY AND FORM

1. Introduction

At Fyrish Flyers Netball Club, we strive to create a positive, respectful, and inclusive environment for all members, players, volunteers, and supporters. However, we recognize that occasionally issues may arise. This Complaints Procedure Policy sets out how complaints regarding conduct, breaches of policies, or other concerns will be addressed, ensuring a fair and transparent process for all parties involved.

2. Scope

This policy applies to all members of the Fyrish Flyers Netball Club, including players, coaches, volunteers, parents, and any other individuals involved in club activities. Complaints may relate to:

- Breaches of the club's code of conduct
- Behaviour or actions by members, volunteers, or officials
- Breaches of club policies or regulations
- Any other concerns that affect the operation of the club or its members

3. Informal Resolution

Where possible, complaints should first be addressed informally by discussing the issue with the person involved or a club official (e.g., coach or club committee member). Many issues can be resolved quickly and amicably through open dialogue. If the issue cannot be resolved informally, the formal complaints process should be followed.

4. Formal Complaints Process

4.1. Submitting a Complaint

Formal complaints must be submitted in writing using the Fyrish Flyers Complaint Form (see end of document). The completed form should include:

- A detailed description of the complaint
- Names of any individuals involved
- Relevant dates, times, and locations
- Any supporting evidence (e.g., witness statements)

The complaint form should be submitted via email to fyrishflyers@gmail.com.

4.2. Time Frame for Submitting Complaints

Complaints must be submitted within 7 days of the incident in question. Complaints received after this period may be considered at the discretion of the club's committee if it is deemed that the delay was unavoidable.

5. Acknowledgement and Review

Upon receipt of a formal complaint, the club's committee will acknowledge it within 7 days. The committee will then review the complaint, gather relevant information, and, if necessary, request further details from the complainant. An initial assessment will be made to determine whether the complaint falls within the club's scope of responsibility.



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6. Investigation

If the complaint is deemed valid, a designated member of the committee will conduct an impartial investigation. This may involve:

- Speaking to all parties involved, including the complainant and the person(s) the complaint is directed at
- Reviewing any evidence provided (e.g., documents, witness statements)
- Considering relevant club policies and rules

All investigations will be conducted with fairness and confidentiality.

7. Outcome and Resolution

Once the investigation is complete, the committee will determine the appropriate course of action. Possible outcomes include:

- No further action if the complaint is found to be unsubstantiated
- Mediation between parties to resolve the issue
- Disciplinary action in line with the club's disciplinary policy (e.g., warnings, suspension, or termination of membership)

The complainant and any other relevant parties will be informed of the outcome in writing within 28 days of the complaint being acknowledged, unless the investigation requires additional time, in which case the complainant will be updated accordingly.

8. Appeals

If any party is dissatisfied with the outcome, they may appeal the decision within 14 days of receiving the outcome. Appeals should be submitted in writing to the club's Chairperson, outlining the reasons for the appeal. The committee will review the appeal and provide a final decision, which will be communicated within 14 days of the appeal being received. The decision of the appeals process is final.

9. Confidentiality

All complaints will be handled with strict confidentiality. Information will only be shared with those directly involved in the investigation and resolution process.

10. Malicious or Vexatious Complaints

Fyrish Flyers Netball Club expects all complaints to be made in good faith. If a complaint is found to be malicious, vexatious, or intentionally false, the club reserves the right to take appropriate action against the complainant, which may include disciplinary measures.

11. Policy Review

This policy will be reviewed annually by the Fyrish Flyers Netball Club committee to ensure it remains effective and up to date with any changes in legislation or club practices.



NAME OF POLICY OR RULE BREACHED:	
DATE OF ALLEGED BREACH:	

COMPLAINANT'S NAME:	
COMPLAINANT'S CONTACT DETAILS:	
LOCATION OF ALLEGED BREACH:	
DETAILS OF ALLEGED BREACH:	
SUPPORTING DOCUMENTATION:	
WITNESS DETAILS:	



INTERNAL USE ONLY

DATE RECEIVED:	
DATE REVIEWED:	
COMPLAINT VALIDATED - YES/ NO	
COMPLAINT REFERENCE NUMBER:	
SEND TO INVESTIGATOR - YES/ NO	
DATE SENT TO INVESTIGATOR:	
DATE RETURNED FROM INVESTIGATOR:	
SEND TO PANEL - YES/NO	
DATE SENT TO PANEL:	
DATE RETURNED FROM PANEL:	
OUTCOME AND DECISION ACTION:	
OUTCOME AND DECISION COMMUNICATED DATE:	
APPEAL DATE:	
APPEAL OUTCOME ACTION:	
APPEAL OUTCOME COMMUNICATED DATE:	
RECORD UPDATED AND COMPLAINT CLOSED DATE:	