

Complaint, Dispute and Grievance Resolution Policy for SHNA

1. Purpose

The purpose of this policy is to provide clear information about the process for resolving complaints, disputes and grievances within SHNA, ensuring fair treatment for all members, players, coaches, officials, and volunteers.

2. Scope

This policy applies to all members, participants, and volunteers involved with SHNA at all levels, including competitions, training, and events. It is to be read in conjunction with Netball NSW's and Netball Australia's broader framework for complaint, dispute and grievance resolution.

3. Principles

- **Fairness and impartiality:** All grievances will be handled in a fair, transparent, and timely manner.
- **Confidentiality:** All parties involved in a grievance will maintain confidentiality to the fullest extent possible.
- **Respect and dignity:** All individuals will be treated with respect and dignity throughout the resolution process.
- **Resolution at the appropriate level:** Every effort will be made to resolve grievances at the most immediate and appropriate level.

4. Procedure

Step 1: Informal Resolution

If an individual has a complaint, dispute or grievance, they should first attempt to resolve the issue informally by speaking directly to the person(s) involved. This can often lead to a quick and amicable solution and can help to clear up any misunderstandings.

Step 2: Formal Submissions

If informal resolution is not successful or appropriate, the complainant should consult the Netball NSW Complaints, Disputes and Grievance Decision Tree (see below) and refer to the Relevant Policy. A formal complaint, dispute or grievance must be submitted using the appropriate procedure and/or forms outlined in the Relevant Policy. If the complainant is unsure of which policy and procedure to follow, the SHNA Secretary can assist the complainant in locating the correct procedures.

In any event, the formal complaint, dispute or grievance must be submitted in writing to the SHNA Secretary at shnetball@gmail.com. The grievance must include:

- A clear description of the issue.
- Any relevant dates, events, or evidence including names and contact information of any witnesses to the alleged breach.

- The desired outcome or resolution.

A complaint, dispute or grievance that includes either the SHNA Secretary or SHNA President as a party to the submission, may be submitted directly to the SHNA Member Protection Officer (if existing) or to the Southern Regional Manager for Netball NSW.

Step 3: Investigation and Mediation

Upon receiving a formal grievance, the SHNA Secretary will acknowledge receipt of the complaint and advise the SHNA President that a formal complaint has been received. The President and Secretary will review the issue and may conduct an investigation, which could include interviews or gathering of evidence. The President may choose to appoint an internal or external person or persons to investigate the complaint.

A mediation or meeting may be arranged between the parties involved to attempt to resolve the matter.

Step 4: Decision and Outcome

Following the investigation and/or mediation, a written response outlining the outcome and any actions to be taken will be provided to all the parties involved.

If a resolution cannot be reached through the formal process, the matter may be referred to another entity (for example, Netball NSW or a Community Justice Centre) or as provided for in accordance with the Relevant Policy.

5. Appeal Process

If a party is dissatisfied with the outcome, they may appeal the decision in writing to the SHNA President (shnetball@gmail.com) within 5 days of receiving the written decision. The President will refer the appeal to the Executive Committee who will decide if the appeal should be either:

- a) dismissed, or
- b) considered by an independent internal appointed committee (appointed by the Executive Committee), or
- c) referred to an external authority for review.

The decision of the Executive Committee is final.

6. Support

Any party involved in the resolution process can seek support or advice from a nominated representative or an independent mediator if necessary.

7. Confidentiality and Privacy

All complaints, disputes and grievances will be handled in a manner that respects the privacy of those involved. Personal details and the content of the grievance will only be shared with the relevant parties.

8. Record Keeping

A register of complaints, disputes and grievances received together with their progress and outcomes will be kept in a secure location by the SHNA Secretary and will be strictly confidential.

Netball NSW Complaints, Disputes and Grievance Decision Tree

