



# Leschenault Netball Association

## Complaints Policy & Processes

Leschenault Netball Association (LNA) prides itself on creating a professional, safe environment for all its LNA Members being players, umpires, coaches, managers & volunteers. However, in the event an LNA Member has a complaint the following policy and processes will apply.

**UNDER no circumstances are any spectators, players, coaches, managers or other adults to approach any LNA members be it a player, umpire, coach, spectator or other, for the purpose of laying a complaint directed at them or someone else. Most LNA Members are children, and as such they can on occasion make an error in judgement or simply make a mistake, we all do. If this is the case approach the court box immediately. We will investigate and handle the complaint accordingly.**

### **Member Protection Information Officer (MPIO)**

The LNA board will appoint an MPIO for a period of up to 5 years who can be approached by any member to discuss options about the complaints process. The MPIO will not engage in discussions around resolving the complaint or provide any opinion on the matter being discussed. However, they will be well versed in all options available under this policy to the member should they feel aggrieved.

This officer will have the following attributes

- Be completely separate from the board i.e. cannot hold a board position or any other support position within LNA or be affiliated directly or indirectly to any specific club within LNA.
- Ideally have experience in dispute resolution
- Will have completed a suitable MPIO course

### **Complaints Committee**

The complaints committee will be determined as required by the LNA Board but will as a minimum will include, the President, Vice President, Development Officer and Umpire Co-ordinator.

Court managers are authorised to receive complaints but will be ineligible to be a complaints committee member.

### **Conflict of Interest**

Should a conflict of interest be perceived between the entire committee and the complainant the committee will refer the matter to the MPIO who will, should they agree there is a potential conflict of interest, appoint a new committee comprised of independent members.

### **Decision Making Tree**

If in doubt refer to the decision making tree in Appendix 1 below.

### **Complaints Heard by LNA**

Spectators/Parents involved in conflicts between **each other** are outside LNA's authority and need to be dealt with externally. LNA's authority to resolve conflicts includes **only** LNA Members who participate in the game being players, coaches, umpires, scorers, committee members and spectators who adversely impact proceedings, during, before or after a game/training session.

### **Complaints Lodged by Club Teams**

Complaints originating from Club Teams will first be required to go through their club committee to respond/help resolve. Should the club deem it necessary to formally put forward the complaint the club will be the complainant.

### **Complaints Involving Umpires**

LNA takes on board all feedback for the benefit of training umpires as we can't see everything however NO Formal Complaint will be accepted by the committee regarding umpires making decisions/mistakes whilst umpiring. Informal feedback is always welcome but these are young children learning and they will make mistakes as do even the highest qualified umpires.

### **Complaints Involving Committee Members**

Complaints involving a committee member directly or indirectly (e.g. they are the coach of the other team) are to be directed to the LNA President. If the complaint is regarding the LNA President then the complaint is to be directed to the Vice President.

### **Timing of Complaints & Required Format.**

All formal complaints must be received in writing within 72 hours of the incident occurring otherwise the complaint will be deemed to be informal feedback.

Complaints originated from club teams must be either received in full within 72 hours from the club or the club must notify the president in writing a complaint is being considered by their committee which will serve to satisfy the above 72 hours clause. However, the full complaint must then be received in accordance with this policy within 24 hours post the original 72 hours (i.e. the full written complaint must be received no later than 96 hours post the incident).

Formal complaints must be on the prescribed form and emailed as an attachment to the President or it can be handed directly to the LNA Court box in a sealed envelope addressed to the president. If handing to the LNA Court box a follow-up call or text to the president confirming the complaint has been officially lodged is required to ensure it's acted upon in a timely fashion.

The LNA complaint form can be located on the LNA website under the tab Questions and complaints or via the below link.

[Click Here for Complaint Form](#) or refer to the LNA Website.

Informal feedback can be given at any time via email to [leschenaultnetball@gmail.com](mailto:leschenaultnetball@gmail.com).

## **Reports by Umpires**

Reports received from umpires relating to inappropriate behaviour of players, coaches, spectators or other will be investigated by management. Umpires are required to record all issues even if they are of an informal nature by writing these on the back of the score sheet. If the complaint is considered to be of a formal nature the umpires are to instruct the complainant to submit a written complaint as per the below process. Umpires are not required to deal with complaints that is the role of the court manager.

## **Complaints Process**

Management shall refer to their bylaws. Previous case history (precedence) and various guidelines set down by Netball WA may be used to determine the appropriate action to be taken.

All persons concerned shall be given the opportunity to submit a written report to detail their point of view. Original complaints and responses are shared with the other party or if U18 their contact for transparency. **Note due to privacy and other considerations club representatives are not contacted unless the complainant & complainee agree.**

LNA operates with a 3 tiered complaint system. However, during the game people are encouraged to take complaints to the court manager on duty who will review the game immediately and determine if immediate action is required.

Only captains are permitted to approach umpires for the purpose of clarification of a rule during the game breaks. Captains may not ask/direct umpires to consider particular players or penalties. Anyone can approach the court manager at any time.

1) The first tier is an informal comment/observation which does not require further action to be taken by the committee and is intended to be more of an observation that may require monitoring in the future. Complaints of this nature can be taken by umpires as per the above or by the court manager who will write relevant details in the court managers folder. All informal comments are taken on board and consideration given for the betterment of the game.

2) The second tier is a formal complaint which requires action to be taken by the complaints committee and warrants immediate action. Such complaints need to be in writing utilising the LNA Complaints form. Responses to such complaints will be handled in a way so deemed appropriate by the committee. Should a complaint involve one of these parties they will be excused from the committee & the remaining members reserve the right to appoint an alternative or operate with a smaller group.

Participants to the complaint are invited to address the committee when it convenes or they can submit a written response. Other members of the public who may have witnessed the incident may also be approached but this will be kept to a minimum and on an as needed basis. All complaints & subsequent responses will be provided to all parties for transparency.

3) The third tier will be utilised only at the discretion of the committee and will vary depending upon the seriousness of the complaint/event. This third tier will involve a dispute tribunal. Such Tribunals contain any such members as the committee deems necessary including those who are not a part of LNA e.g. they form other parts of Southwest Division of Netball WA (SWDNWA).

All complaints will be responded to by the President & \or complaints committee after due consultation and investigation.

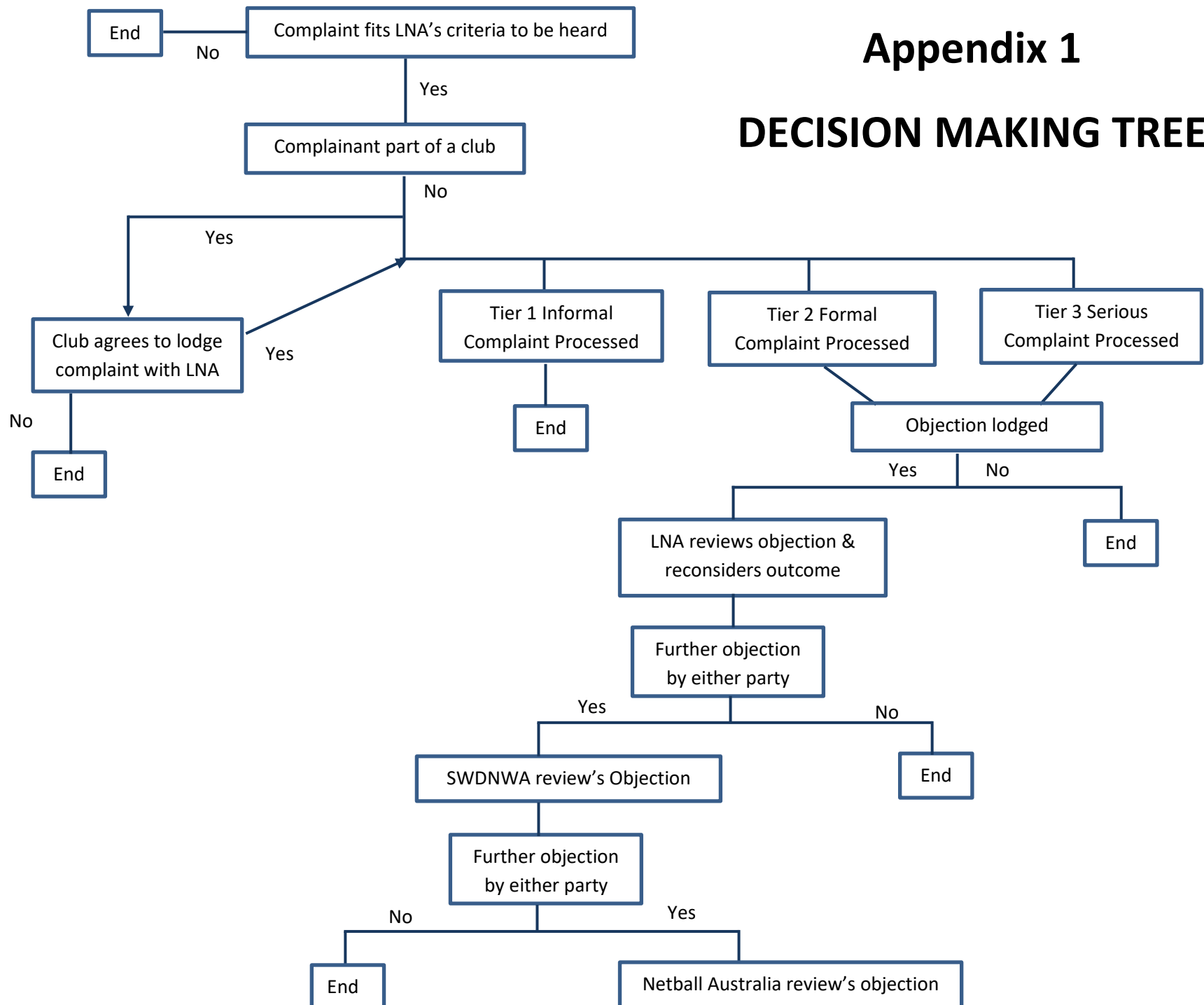
### **Objections to the Complaint Outcomes**

If either party is not happy with the outcome of a complaint or the process relating to resolution/investigation of a complaint they have the following options available to them. All objections must be received within 48 hours otherwise the committee's determination is considered final. LNA encourages all members to lodge objections in writing and in the below order to ensure the best outcome for all concerned;

- 1) Lodge an objection in writing to LNA. An independent 3rd party committee will be convened to discuss and decide further on the matter. All parties involved will be invited to address this committee further so that all factors can be taken into consideration. As a guide this committee will be made up of non LNA Committee members &/or representatives from Southwest division of Netball WA. The aggrieved person can suggest a representative from a particular similar organisation but not a particular person. All members must be impartial and have no relationship personal or otherwise with the parties involved in the complaint.
- 2) Should the complainant wish to object to the outcome of step 1 above, they are required to lodge a further objection in writing to SWDNWA, who will be requested to convene a subcommittee comprised of a minimum of 3 independent members. All parties involved will be invited to address this committee further so that all factors can be taken into consideration.
- 3) Should all of the above steps not resolve the matter further Netball Australia will be consulted.

# Appendix 1

## DECISION MAKING TREE



# Appendix 2

## INVESTIGATION PROCESS

