



Complaints Procedure

Every person involved in Worcester City Netball League (WCNL) has a responsibility to behave in a sporting manner and not bring the game into disrepute.

WCNL is committed to providing a supportive, friendly, safe and positive environment free from offensive behaviour. We wish to assure every player, team, club & umpire that all complaints are taken seriously and dealt with in what we consider to be an appropriate and fair manner.

Complaints Procedure

- Any complaint within any aspect of netball organised through WCNL should be raised in the first instance with the WCNL General Secretary. The General Secretary will acknowledge receipt of complaint within 72 hours and will add to the agenda to be discussed at the next WCNL committee meeting. Meetings run approximately every 6 weeks; please bear this in mind if you do not hear from us for a few weeks.
- All complaints will be dealt with in the strictest confidence and where possible the name of the complainant will not be divulged. Every complaint received will be looked at on an individual basis.
- Complaints must be received in writing (letter/email) within 14 days of the alleged incident by the complainant or a representative of the complainant as per the WCNL Constitution.
- Depending on the nature of the complaint, if appropriate, feedback from other **relevant** people will be sought prior to the complaint being discussed at the meeting e.g. match report, feedback from umpires, captains or coaches as appropriate. This ensures the complaint has more chance of it being discussed and resolved at the next meeting avoiding unnecessary delays. Note, relevant people will be determined by the committee based on each individual complaint.
- A full review of the complaint will then be made at the next WCNL committee meeting – the review will establish outcomes & further actions. Dependant on the severity of the complaint the following outcomes may occur -
 - No further action
 - Warning letter/email
 - Deduction of points (rule 18)
 - Fine
 - Further observation
 - Disciplinary hearing
- Following a full review the appropriate WCNL committee member will respond to the complaint – responses will be sent to all appropriate parties within 5 days of the WCNL committee meeting taking place. The committee will provide written reasons for reaching all decisions and where appropriate, the penalty.

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- Any penalties issued will be reasonable based on the seriousness of the complaint and will take into account any other circumstances the WCNL committee considers relevant. This will be in line with current WCNL rules.
- Should it be deemed the complaint is of a more serious nature, or if a full hearing is required, a Disciplinary Committee will be called upon (consisting of 3 or more people, plus WCNL Chairperson and WCNL General Secretary) to consider the matter. All parties will be informed in writing of this development.

Appeal Procedure

1. An appeal must be received within 14 days of the notification of the decision to the original complaint. This must state the grounds for appeal. Acknowledgement of the appeal will be made within 48 hours.
2. All appeals will be dealt with by a separate Disciplinary Committee.
3. The Disciplinary Committee will review the original complaint and decision to assess whether it was fair, reasonable and proportionate. The Disciplinary Committee will decide if they need to request further information, call witnesses, etc.
4. The decision of the Disciplinary Committee shall be final and binding. The decision of the Disciplinary Committee will be notified to all relevant parties within 5 days.

Please Note: Investigating complaints can be challenging, particularly when we are not present to witness the incident firsthand. In such cases, it may come down to one person's word against another's, making it difficult to reach a definitive or fully satisfactory conclusion.