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Complaints & Dispute Resolution Procedure

Parkville Netball



PARKVILLE
NETBALL

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1 Purpose

The purpose of this Complaints & Dispute Resolution Procedure is to provide a clear, transparent, and structured process for individuals to raise concerns or complaints related to our organization and aligns with the Netball Victoria Complaints Management Framework (6a), Netball Victoria Codes of conduct (6e) and the Member Protection Policy (6d). This procedure ensures that all complaints are handled fairly, promptly, and impartially, while fostering a respectful and constructive environment. It aims to address and resolve issues in a manner that supports continuous improvement, protects the rights of all involved, and promotes open communication, accountability, and a positive culture within the organization.

2 Scope

This procedure applies to all players, coaches, staff, volunteers, parents, and stakeholders involved with the organization. It covers complaints about conduct, services, or decisions related to the organization's activities.

3 Management Responsibilities

Parkville Netball Management is responsible for ensuring the Complaints Procedure is effectively implemented and followed. This Includes:

- Providing a clear process for lodging and addressing complaints
- Ensuring all complaints are handled promptly, fairly and confidentially
- Monitoring and reviewing complaints to identify areas for improvement
- Communicating outcomes to all relevant parties and taking appropriate corrective actions
- Maintaining all records of all complaints and their resolutions
- Prompting a culture of respect, transparency and accountability within the organisation.

4 Competition Staff Responsibilities

To ensure effectiveness of response to complaints, Competition Staff must:

- Familiarise themselves with the Complaints procedure and whereabouts of complaint forms are stored,
- Report any incidents that concern Child Safety, Player Safety, Umpire safety promptly to competition staff and escalate as necessary to Venue Staff for support/assistance
- Assisting in the resolution of complaints promptly and impartially during events.
- Reporting any serious complaints to management for further action.
- Maintaining a respectful and supportive environment during competitions.
- Keeping accurate records of any complaints raised during events.
- Cooperating fully with management to ensure complaints are addressed in line with the procedure
- Ensuring all participants, including players, coaches, and spectators, are aware of the Complaints Procedure.

5 Complaint Submission Procedure

5.1 Lodgement of Complaints

Complaints must be submitted in writing, detailing the issue, parties involved, and any relevant information. Complaints can be lodged via email or in person at the Netball Competition office. Formal Complaints must be submitted from a club person or the Entity Team Manager.

The complaint will be acknowledged within 48 business hours of it being lodged with Parkville Netball and will be reviewed to determine the appropriate direction moving forward.

5.2 Initial Assessment/Provisional Actions

Upon submission or report of the complaint/intention to submit, management can take provisional actions to gather information on the incident or to observe the people concerned.

The complaint will be assessed by the relevant staff to determine the seriousness and nature of the issue that has been reported. If needed, the complaint may be asked for additional information or clarification.

In the initial assessment it will be determined whether the complaint relates to:

- Netball Victoria Codes of Conduct,
- The Child safety Act,
- the Member Protection Policy,
- any other relevant Netball Australia/Victoria or legal policies, laws and legislation.

5.3 Investigation

An impartial investigation will be conducted, involving discussions with all relevant parties.

Confidentiality will be maintained throughout the process to protect all individuals involved.

Relevant parties will be contacted and any bystanders that may have been in the area of the reported situation to provide any further information, these parties may be umpires, court supervisors, opposition players etc.

The respondent will be contacted to notify them of the complaint lodged and will be provided a respondent form to provide their recount of events.

5.4 Resolution

With guidance from the Netball Victoria Framework for Dispute resolution, a decision will be made based on the investigation, evidence, and provisional actions to resolve the issue.

The complainant and respondent will be informed of the outcome within 5-10 business days of the complaint being lodged.

5.5 Appeal Process

If the complainant is not satisfied with the end result, they do not have the right to appeal.

Only the respondent may appeal the decision by submitting a written request for further review detailing their reasoning.

5.6 Emergency Escalation – Concerning Safety

In cases where the situation becomes confrontational and concerning unsafe, the priority is to contact Venue Response staff for Melbourne Sport Centre Parkville via the below contact number(s) and request for assistance and any emergency services necessary.

Venue Staff are to call 000 in an emergency if emergency services are required. In the event that Venue staff are unable to attend the incident, or the incident is continuing to become unsafe the First Aider or a Court Supervisor call 000.

State Netball Centre Venue Response (VR): 0412 801 815 or 03 9926 1400

5.7 Reporting and Recording

All complaints and their outcomes will be documented and stored confidentially for future reference and to support continuous improvement efforts.

5.8 Review and Replenishment

Management will conduct regular reviews of the Complaints and Dispute resolution Procedure to ensure it remains effective, relevant, and aligned with the organisation's values and goals. Feedback from staff, participants and stakeholders will be gathered to identify areas for improvement.

Complaint records will be regularly reviewed to identify recurring issues, patterns or trends. Where necessary, adjustments will be made to prevent future complaints and enhance the organisation's operations.

5.9 Training

Complaints and Dispute Resolution training is accessible by the Netball Australia Online Learning System which aligns with the Netball Victoria Framework for Dispute resolution, Member Protection policy and code of conducts.

6 Documents & Resources

6a – Netball Victoria Policy Framework for Dispute Resolution

<https://vic.netball.com.au/sites/vic/files/2023-02/NV%20Policy%20Framework%20for%20Dispute%20Resolution.pdf>

6b – Parkville Netball Complaint form

https://1e688f18-4a0f-40ba-bff9-f2c3114e4386.filesusr.com/ugd/13f71c_23fb5e4cd2494b3392610f48d57c2d2e.pdf

6c – Parkville Netball Respondent Form

https://1e688f18-4a0f-40ba-bff9-f2c3114e4386.filesusr.com/ugd/13f71c_292192fbc5104db3b1ae3939853aaeda.pdf

6d – Netball Australia Member Protection Policy

<https://netball.com.au/sites/default/files/2024-03/INT010%20Member%20Protection%20Policy.pdf>

6e – Netball Victoria Codes of Conduct

<https://parkvillenetball.wixsite.com/parkville/codes-of-behaviour>

6f – Netball Australia Online Learning

<https://learning.netball.com.au/login/index.php>