

Netball Victoria's Integrity department will be managing all complaints from Parkville competitions. All complaints must be submitted using the below process and will be managed confidentially.

1. Submission

- All complainants must fill out the form using this link - https://netballvictoria.formstack.com/forms/parkville_incident_report_form_copy
- Complainants must provide as much detail in the form as possible to assist the NV Integrity department to be able to follow up appropriately.
- The form will ask for any witness details to be provided for witnesses who are willing to discuss the matter confidentially. It is not compulsory to provide witnesses in every case.
- The form will be submitted directly to the NV Integrity department and an automatic email will be sent to the Complainant confirming it has been received.

2. 'Report' vs 'Complaint'

It is important to note the difference between a report that is submitted anonymously and an official complaint where the Complainant provides their details.

- **REPORT** - A report may be anonymous or named but does not necessarily have to go through an entire official grievance procedure. It will be accepted and kept on file and may be acted upon if deemed necessary by Netball Victoria. This option may be chosen if the Complainant wishes to remain anonymous or if no further action is wanted by the Complainant, but they wish to inform Netball Victoria about any undesirable or unacceptable behaviour, conduct or incidents.
- **COMPLAINT** - An official complaint must go through the official grievance process, depending on which Policy is deemed to be the relevant one in the case (eg, Competition Regulations, Safeguarding Children and Young People Policy, Member Protection Policy etc). An official complaint means the Respondent (person the complaint is about) is entitled to know who the Complainant is, what the complaint is and they then have the right to reply, before an investigation takes place and a determination is decided upon, including potential sanctions, if appropriate.

3. Next Steps

Once the report has been received, the NV Integrity Department will act accordingly. The Complainant will be advised as to the next steps and will remain updated throughout any process that is followed - which will be communicated as soon as any decision is finalised.

4. Questions?

Any questions are welcome. Please contact integrity@netballvic.com.au

5. Confidentiality

All reports / complaints will be managed in accordance with Netball Victoria and Netball Australia policies and will be recorded and handled with absolute confidentiality.