



Complaints Procedure Questions and Answers

Approved (16th July 2023): Margaret Coleman & Jan Louise Shephard

Q. Why do we need a complaints procedure?

- A. The main purpose of a formal or informal complaints procedure is to ensure everyone at all levels of the club works together to strengthen and improve the club for everyone's benefit.
- B. It encourages members to raise concerns without fear of reprisal.
- C. It provides a fair and speedy means of dealing with complaints, where everyone knows how it will be handled.
- D. It prevents minor disagreements developing into more serious disputes.
- E. It serves as an outlet for members frustrations and discontents and helps to avoid escalation.
- F. It helps to keep our members and volunteers safe from harm.
- G. It enables all of us to feel comfortable, safe and enjoy our time and experiences at the club.

We are all volunteers and all want the best for our netball family.

Before making a complaint, it is important to consider these questions:

Q. Can I talk my grievance through with someone and resolve it informally instead of making a formal complaint?

A. Yes. Grievances can often be sorted out on an informal basis, which is often quicker and less onerous. Don't be afraid to speak to a relevant coach or committee member to see if they might be able to resolve the misunderstanding. You can also email the club info@netballportugal.com

Q. How do I make an official complaint about the behaviour of a member of the club?

A. If the above fails, then if your complaint is about the actions or behaviour of a person who is participating or volunteering in netball your first step is to contact a member of the Executive board. If it concerns those leaders in your section, you can contact our council. The person handling the complaint will determine if it amounts to a breach in the club's Code of Conduct before deciding on further action.

Q. How do I make a complaint about an element of club delivery, such as training sessions, matches or decision-making?

A. If your complaint cannot be resolved by talking to someone informally you are welcome to put your complaint in writing and email info@netballportugal.com We will do our best to acknowledge your complaint within 20 working days. If further investigation is required, we aim to send a comprehensive response within one month from the initial acknowledgement

of the complaint. Note: If your complaint is related to the services of one of our partners, such as the leagues we take part in, you must contact them directly about their complaint's procedure.

Q. What if the nature of the complaint relates to a possible crime, child protection or welfare issue?

A. We encourage you to raise any child protection, vulnerable people or welfare concerns internally, through our Executive board, one of whom is trained in dealing with these matters. Email info@netballportugal.com We recognise the importance of being able to take concerns to an outside body. Allegations of serious misconduct, for example, Health and Safety issues or financial mismanagement should be raised directly with the appropriate body such as the Executive board and council. If you are unsure of whether the matter is serious or not, our Executive board or council can advise you appropriately.

Q. What will happen to my complaint?

A. Any complaint sent to the club email will be acknowledged within 20 working days, with a summary of what the complaint is understood to be. You will also be told how the matter will be progressed and who is responsible for investigating the matter. Wherever possible, complaints will be investigated, and a proposed resolution made within a maximum of 20 working days.

Q. Who will deal with my complaint?

A. The Executive board and council. If the investigation discloses a potential safeguarding concern or breach of the Codes of Conduct this will be referred to be handled through the appropriate persons within the club. Your complaint will be dealt with by the person responsible on the committee or coaching team responsible for the area of delivery the complaint relates to. At the conclusion of the matter, the person handling your complaint will make a record of it, how it was dealt with and the resolution before sending it to the Compliance Manager.

Q. Do I have a right to Appeal if I am not happy with the result of my complaint?

A. Yes, for complaints relating to the club services, you do have a right to appeal.

Appeals must be submitted in writing to the Club Secretary, info@netballportugal.com detailing why you are unhappy with the outcome or conduct of the complaint.

The Company Secretary will either deal with the Appeal or appoint another person if they have dealt with the complaint previously. The person conducting the Appeal will write to you with their decision.

There is no further right of appeal.