

NORTHWICH SAPPHIRES NC COMPLAINTS AND DISCIPLINARY POLICY

Summary

All members of Northwich Sapphires NC, whether players, parents/carers, volunteers or officials, are expected to be familiar with and abide the club's policies and Code of Conduct. While issues concerning a breach of these are rare, this policy sets out how a complaint or concern may be reported and the procedure for responding to and resolving them.

COMPLAINTS AND CONCERNS

- A complaint or concern may be raised against any player, parent/carer, volunteer or official of Northwich Sapphires NC Netball Club where the complainant believes that another person's actions amount to misconduct and/or a breach of the club's policies and/or Code of Conduct.
- The complainant should make every effort to resolve their issue without using the disciplinary procedure where possible by communicating with relevant volunteers, e.g. Team Manager or coach.
- If the matter is a child protection issue, or relates to the health and wellbeing of a member, it must be reported immediately to the Club Safeguarding Officer (see Raising a Concern guidance)
- All other complaints or concerns, including breaches of the club's policies or Code of Conduct, should be made in writing to the Club Membership Liaison Officer in the first instance. Where the complaint relates to the Club Membership Liaison Officer, the matter should be referred to the club Chairperson.
- The complaint or concern should include details of the concern/complaint, date/s and time/s of incidences and names of any witnesses or people present at any relevant incidences
- The Club Secretary will keep a record of all written complaints received. The record will include the details of the complaint/concern and its resolution. The Club Secretary will keep a record of any disciplinary action taken.
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HANDLING COMPLAINTS AND CONCERNS

1. Informal Resolution

The Membership Liaison Officer will work with the club President to resolve the complaint or concern. They will:

- Treat every complaint as confidential nor discuss any matters with anyone else, other than to seek advice or consult relevant witnesses.
- Declare immediately if they have any conflict of interest.
- Treat each reported incident fairly and equitably.
- Aim to find a resolution agreeable to all parties

2. Formal Resolution

If the issue cannot be resolved informally, the Committee will appoint three club officers to form a Disciplinary Panel to handle the complaint.

- The panel will contact the complainant and the person about whom the complaint has been made to acknowledge receipt of the complaint, to outline the complaints process and to notify all parties of the appointed panel members.
- The panel will determine whether it is necessary to hold a meeting or to review the complaint in writing
- The panel will seek statements as it feels appropriate, with the aim of discovering the facts surrounding the complaint. All parties will be given equal right to participate.
- Once the panel has investigated the complaint they will decide on a suitable outcome and communicate this to those involved.
- When deciding on a suitable resolution, and considering disciplinary action, the panel should refer to the record of complaints held by the Club Secretary and consider if previous sanctions warrant more severe sanction in the matter under consideration.
- The panel will have the power to issue a verbal or written warning as to future conduct, suspend the member (player / parent / volunteer / official) from activities or membership for a period of time or recommend the expulsion of the member (player / parent / volunteer / official) from activities and membership on a permanent basis.
- The panel will communicate their detailed decision to the Committee and the person about whom the complaint was made immediately following the panel's decision.
- If the panel has recommended the expulsion of a member from activities and membership on a permanent basis, the Committee must consider the recommendation, and decide whether they wish to action it.
- If a decision is made to recommend permanent expulsion, England Netball should be informed

APPEAL

Once any disciplinary decision has been communicated, any person who has been issued a sanction will have 14 days to lodge an appeal with the Committee.

- Appeals will be handled by a separate Appeals Panel, comprising a minimum of three Committee members who were not appointed to the original Disciplinary Panel. Should there be insufficient committee members due to conflict of interests, independent club members may be recruited to the panel to ensure there is a minimum of three panel members.
- The panel will acknowledge receipt of an appeal and inform that party of the appointed appeal panel members.
- The appeal panel will have 14 days to decide whether to uphold the sanction.
- Where the sanction is upheld no further action will be taken, and the original decision will stand.
- Where the sanction is not upheld, the appeal panel will have the power to issue a lesser sanction or to withdraw all sanctions.

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