**HOW WE HANDLE COMPLAINTS**

Document Control

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| Date | Comments | Authorised |
| 10/09/2015 | Implemented | MM |
| 25/07/2024 | Updated email address | Diana |

RNA is committed to providing an encouraging, safe and enjoyable netball experience for all players, officials and spectators. We require our members and supporters to make themselves aware of our Sportsmanship policies and Codes of Conduct and abide by these at all times.

Complaints may be lodged either verbally or in writing. Verbal complaints will only be accepted in certain instances, detailed below.

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| Nature of complaint | Process | Who can respond (in order of preference) |
| 1. Inappropriate/unsportsmanlike behaviour by an official/player or spectator towards an official or player happening at the time the complaint is made | Attend the office and advise the Night Convenor of the details of the behaviour | 1. Night Umpire Convenor 2. RNA Umpire Convenor 3. RNA Management member 4. Relevant club official 5. Night Convenor |
| 1. Umpire not suitable for level of game allocated to | Attend the office and advise the Night Convenor of the court, game and umpire (if known) | 1. Night Umpire Convenor 2. RNA Umpire Convenor 3. Nationally badged RNA umpire 4. Relevant club official |

Possible actions for complaints of type 1:

* General discussion regarding acceptable behaviour
* Verbal warning
* Umpiring penalties (as per NA rule book), ie penalty shot to non-offending team
* Escalated to RNA Complaints Officer for investigation

Possible actions for complaints of type 2:

* No action, umpire remains on game
* Umpire provided support by RNA
* Umpiring fine given to team/club for allocating a non-suitable umpire
* Umpire replaced by RNA

It is the responsibility of the RNA Responding officer to detail the complaint type and action taken and forward to the RNA Complaints Officer for recording.

**Written Complaints**

All other complaint types must be in writing.

How to lodge a written complaint

* RNA prefers complainants use the official Complaint Form, however we will accept complaints not on the official form as long as they contain all required information.
* Complaints submitted anonymously will not be accepted as the RNA Complaints Officer may need to contact the complainant for further information.
* Submit complaint to the Night Convenor or via email to admin@rockynetball.com.au.

**Complaints Officer Role**

All complaints are investigated by the RNA Complaints Officer and/or Complaints Panel.

**Possible Outcomes from a Complaint**

* No action
* Written warning
* Judiciary Process commenced