## A logo for a volleyball Description automatically generatedROCKHAMPTON NETBALL ASSOCIATION

## Formal Complaint

|  |  |  |
| --- | --- | --- |
| Complainant’s Name: | □ Over 18 □ Under 18 | Date Formal Complaint Received: / / |
| Complainant’s contact details: | Phone:  Email: | |
| Complainant’s Role/status: | □ Administrator (volunteer) □ Parent  □ Athlete/player □ Spectator  □ Coach/Assistant Coach □ Support Personnel  □ Employee (paid) □ Umpire / Official  □ Other ………………………………… | |
| Name of person complained about (respondent): | □ Over 18 □ Under 18 | |
| Respondent’s Role/status | □ Administrator (volunteer) □ Parent  □ Athlete/player □ Spectator  □ Coach/Assistant Coach □ Support Personnel  □ Employee (paid) □ Umpire / Official  □ Other ………………………………… | |
| Location/event of alleged issue: | Venue:  Court Number:  Date:  Time: | |
| Description of alleged issue: |  | |
| Nature of complaint (category/basis/grounds):  ***Can tick more than one box*** | □ Umpiring Methods □ Umpire Allocations  □ Coaching Methods □ Fixture Draw  □ Verbal abuse □ Physical abuse  □ Harassment □ Discrimination  □ Sexual/sexist □ Selection dispute  □ Sexuality □ Race  □ Bullying □ Disability  □ Religion □ Pregnancy  □ Victimisation □ Child Abuse  □ Unfair decision  □ Other ………………………………………………………………… | |
| Anticipated Outcome/Expected Resolution: |  | |
| Signature of Complainant: |  | |
| Signature of Receiving Officer: |  | |
| Date: |  | |
| **RNA Action** | | |
| Action taken by the RNA: | □ Referred to the RNA Complaint Officer  Date: | |

|  |  |
| --- | --- |
| **Complaints Officer/Panel Action** | |
| Complaints Officer  If investigated: Finding | □ substantiated (there is sufficient evidence to support the complaint);  □ inconclusive (there is insufficient evidence either way);  □ unsubstantiated (there is sufficient evidence to show that the complaint is unfounded);  □ mischievous, vexatious or knowingly untrue. |
| Complaints Officer Referred matter to attention of: | □ Management □ Member Club  □ Umpire SC □ Rep SC  □ Grading SC □ Coaching SC  □ Registrar  □ other …………………………………………………………………………………………….. |
| Minor Offence (1st Instance) | Letter outlining breach and promoting codes of conduct, sportsmanship policy and or other relevant polices sent to:  □ Affiliated Member Club  □ Offender  List the Policy/s attached/enclosed with above communication:  Date: |
| 2nd Minor Offence or Mischievous, vexatious Complaint | □ Referred to Complaints Panel  Action Taken by Complaints Panel:  □ The Respondent met with Association President and Complaints Panel Members investigating the complaint.  Outcome:  □ The Witnesses met with Association President and Complaints Panel Members investigating the complaint.  Outcome:  □ The complainant met with the Association President and Complaints Panel Members investigating the complaint.  Outcome:  □ The Respondent met with the Association President and Complaints Panel to counsel offender (explain codes of behaviour and sportsmanship policy in person).  Outcome:  □ The Complainant called to meet with the Association President and Complaints Panel to counsel (explain codes of behaviour and membership protection policy in person).  Outcome:  □ Recommend to the Management Committee that the matter be referred to the Judicial process.  Date Recommendation sent: |
| Major Offence | Recommend to the Management Committee that the matter be referred to the Judicial process.  Date Recommendation sent: |
| Referred to external agency (ie Police, National Sporting Body ) | Agency Name:  Report / Reference Number:  Date: |
| If went to Judicial Hearing:  Decision:  Action recommended: |  |
| If mediated:  Date of mediation:  Were both parties present:  Terms of Agreement:  Any other action taken: |  |
| If went to appeal:  Decision:  Action recommended: |  |
| Resolution: | ÿ Less than 3 months to resolve.  ÿ Between 3 – 8 months to resolve.  ÿ More than 8 months to resolve. |
| Date Complainant Advised: |  |
| Completed by: | Name:  Position:  Signature: / / |

***This record and any notes must be kept in the complaints folder and filed in a secure location. If the complaint is of a serious nature, or is escalated to and/or dealt with at the national level, the original must be forwarded to the national body and a copy kept at the Rockhampton Netball Association.***