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

## Formal Complaint

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| 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 OfficerDate: |

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| **Complaints Officer/Panel Action** |
| Complaints OfficerIf 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□ OffenderList the Policy/s attached/enclosed with above communication:Date: |
| 2nd Minor Offence or Mischievous, vexatious Complaint | □ Referred to Complaints PanelAction 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.***