



## Complaints Policy

Ribble Valley Netball are committed to providing a Best Possible Participant Experience. We hope that most problems, concerns or areas of dissatisfaction can be resolved informally at the time they occur. However, should that not be possible or appropriate, we take complaints about our policies, decisions and service provision seriously, and are committed to investigating all valid complaints, with a view to establishing what went wrong and whether there are service improvements or lessons to be learnt to ensure we are 'the best we can be'.

### Q&A

The questions and answers below should assist you in making a complaint and ensure the process is understood.

#### **Q. Can I talk through 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 committee member or coach to see if they might be able to resolve the misunderstanding. You can find all our contact details on the website

No investigation or Disciplinary Action will be taken as the result of an informal complaint.

#### **Q. How do I make a formal complaint about the behaviour of a member of Ribble Valley Netball Club ?**

A. If your complaint is about the actions or behaviour of a person who is participating or volunteering in netball (including Players, Parents, Coaches, Committee Officers or other Volunteers) then we would ask you to submit the details of your complaint in writing to the [secretary@RibbleValleyNetballClub.com](mailto:secretary@RibbleValleyNetballClub.com) using either our std form or other suitable format.

We will strive to acknowledge your complaint within 3 working days with a summary of what the complaint is understood to be.

Complaints will be investigated by the current Committee Chair, Secretary & Club Safeguarding Officer (defaulting to Vice Chair in the event of declared personal interests)

We will aim to respond in a comprehensive manner within 21 working days

#### **Q. Can I make my complaint anonymously?**

A. We would encourage everyone to identify themselves when they put in their complaint but understand that sometimes there are valid reasons for not wanting to put your name to an issue. We would also encourage you to raise such issues internally, through a complaint to the Committee Secretary: [secretary@ribblevalleyNetballClub.com](mailto:secretary@ribblevalleyNetballClub.com), (defaulting to the Committee Chair in the event of declared personal interests) but recognise the importance of being able to take concerns to an outside body.

#### **Q. What are the potential outcomes of my complaint?**

A. If your complaint is upheld, you will be responded to with

An apology;

A proposed remedy;

An indication of what service improvement will be made, *or*

Progression to a Disciplinary Charge if the investigation discloses a breach of Ribble Valley Netball Codes of Conduct or the Disciplinary Regulations.



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

A. Yes, you do have a right to appeal.

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

**Q. Can I keep complaining?**

A. You may not be happy with the outcome of your complaint or any Appeal you have made, but provided the proper process has been followed, we are unable to take any further action. Repeat complaints about the same issue will not alter this and at times complaints can become vexatious and/or persistent, causing undue stress for volunteers and resulting in a disproportionate use of Ribble Valley Netball's resources. In dealing with such situations the Club Secretary or other appointed Committee Officer will ensure the Complaints Procedure has been correctly implemented and that no material element of the complaint has been overlooked or inadequately addressed.

Where a wider complaint is deemed to be vexatious, persistent, is considered to have no basis or genuine substance, Ribble Valley Netball reserves the right not to investigate.

In this situation, Ribble Valley will notify the complainant within 21 working days. In extreme cases of vexatious and/or persistent complaints Ribble Valley Netball may take Disciplinary Action against members and connected participants.