



Kent Netball Compliments and Complaints Policy

Policy Name	Kent Netball Compliments and Complaints Policy
Responsible Officer	Chairperson
Group Owner	KNMC
Date created/modified	01/05/2021
Version	1.1
Review date	01/05/2024
Applicable for	<p>This policy is mandatory.</p> <p>It applies to all members of Kent Netball and volunteers acting in any capacity within netball where a separate policy does not exist.</p>
Summary	<p>This policy provides information on Kent Netball’s Compliments and Complaints Policy and outlines the organisation’s aim to manage compliments and complaints fairly and with understanding. It sets out the process to be followed when dealing with compliments and complaints.</p>

Version Control

Person Responsible	Version and summary of changes	Date
Dawn Cox	First Version. Kent Netball Compliments and Complaints Policy_v1.0	01/05/21
Dawn Cox	<p style="color: red;">Secretary amended to Resolution Lead</p> <p style="color: red;">Code of conduct breaches of less serious nature incorporated into scope of the policy.</p> <p style="color: red;">Process Summary added.</p> Kent Netball Compliments and Complaints Policy_v1.1	01/05/22

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Abbreviations

AGM	Annual General Meeting of Kent Netball
EN	England Netball
INF/IFNA	The International Netball Federation (INF), formerly the International Federation of Netball Associations (IFNA), is the worldwide governing body for Netball.
KN	Kent Netball
KNMC	Kent Netball Management Committee
L&SE	London and South East
RMB	Regional Management Board

1. Policy Statement

Kent Netball (KN) is an autonomous member body of England Netball and this policy reflects the principles of the England Netball Complaints and Feedback Policy.

KN will provide a system whereby compliments and complaints can be dealt with promptly, fairly, politely, confidentially and with understanding, in all aspects of participation.

Wherever possible, KN aims to manage complaints internally.

KN reserves the right to refer the Complaint to an alternative Appropriate Authority, including external authorities. In this case, KN will advise the Complainant who the Complaint has been referred to and the reason for the referral.

Club, League or other Organisation's complaints should be dealt with by the Club/League/Organisation's procedures in the first instance. If this has not occurred, KN will refer the Complainant to the Club/League/Organisation.

The person first contacted with the Compliment or Complaint is responsible for ensuring the matter is brought to the attention of the Resolution Lead who will then follow the procedure outlined in this policy.

The aim is to resolve complaints at the earliest opportunity and within the timescales set out, although in exceptional circumstances the timescales may be extended. Extensions to disciplinary timescales will be managed in accordance with England Netball's Disciplinary Regulations.

Whilst fully supporting the right to complain, KN expects its volunteers to be treated courteously at all times. Violent or abusive language or behaviour towards them is unacceptable. Where there is a threat or use of physical violence or verbal abuse towards volunteers from a complainant, all direct contact with the Complainant will cease and the behaviour may be subject to disciplinary action or reported to the police.

It is a requirement of KN that members adopt and implement this policy.

A copy of this policy and procedures will be given to all KNMC members upon their election/appointment to the KNMC and to all other relevant volunteers as part of their induction.

In the course of administering its business in connection with this policy, KN may need to process both personal data and special categories of personal data. KN will process such data in accordance with the Kent Netball Data Protection Policy.

The Chairperson is responsible for ensuring that this policy is implemented effectively. The Resolution Lead is responsible for the day-to-day implementation of the Policy. All other KNMC members are expected to facilitate this process.

A record of revisions of this policy will be recorded in the Kent Netball Documents – Version Control Register.

Queries regarding this policy should be directed as indicated in the Relevant Contacts section.

2. Definition of Terms

Appeal	An application by a Respondent or Complainant to have an Appeals Panel carry out a review of the complaint and investigation by an Appeals Panel.
Appeals Panel	A body of three independent people.
Appropriate Authority	The person or body to which KN delegates the power to administer and make decisions under this policy.

Complainant	A person who submits a written Complaint.
Complaint	An expression of dissatisfaction about the actions, decisions or apparent failings in the service provided.
Compliment	A positive remark about a service or an individual.
Connected Participant	Any person/s or entity, whether a Member or non-Member, who participates in netball in the County in any capacity.
Disciplinary Action	Proceedings, or part thereof, in accordance with England Netball's Disciplinary Regulations.
Disciplinary Offence	May include (but is not limited to) inappropriate, incorrect, improper or unlawful conduct, any breach of England Netball's Disciplinary Regulations, the rules, regulations, codes, byelaws, articles, policies or licence schemes imposed by England Netball on any Member or Connected Participant from time to time, or any conduct which is generally detrimental to the interests of the Sport.
Executive Committee	The Executive Committee comprises The President, Chairperson, Vice-Chairperson, Treasurer and Secretary of KN.
Formal Complaint	An expression of dissatisfaction about a more complex matter that requires a detailed investigation.
Honorary Officers	President, Chairperson, Vice-Chairperson, Treasurer, Secretary of KN.
Independent Person/People	A person who has no vested interest in the outcome of a Complaint, who is called on to assist an Appeals Panel in making its Decision.
Informal complaint	An expression of dissatisfaction that requires some follow-up action to resolve.
Investigation	Formal or systematic examination or research.
Locally	With reference to a particular Club/League/Organisation or area.
Member	A person holding current membership of England Netball.
Resolution Lead	A person who is the point of contact for submission of compliments and complaints from members, in relation to the service they have received from the County.
Respondent	A person against whom a complaint is made.
Sport	Netball
Volunteer	A person who gives their time unpaid.

3. Compliments

Any KN volunteer may receive a Compliment. This should be forwarded on to the Secretary in writing to be filed appropriately.

It is the responsibility of the Secretary in conjunction with the Honorary Officers to decide if a Compliment requires any further action. This may include a written response and informing the Volunteer concerned.

4. Complaints

4.1 Discipline

A Member or Connected Participant shall be liable to Disciplinary Action in accordance with England Netball's Disciplinary Regulations if their conduct is inappropriate, incorrect, improper, unlawful or unsporting and/or has the potential to bring the Sport, Members, Connected Participants or officials into disrepute. Complaints of a disciplinary nature should be submitted in writing to England Netball within 28 days of the incident, outlining the full details of the Disciplinary Offence.

Code of conduct breaches, where not serious, will be managed as a Formal Complaint as outlined in 4.3.

4.2 Informal Complaints

An Informal Complaint is an expression of dissatisfaction that may require follow-up action to resolve.

The informal complaint process is not appropriate in all cases, such as in matters of a complex, serious, or disciplinary nature.

Informal complaints should be directed to the Resolution Lead who will manage the process. Full details of the Complaint should be provided along with the Complainant's thoughts on a suitable resolution.

Once the Informal Complaint reaches its completion, the matter will be considered closed.

The Complainant retains the right to withdraw the Complaint or to proceed to a Formal Complaint.

4.3 Formal Complaints

A Formal Complaint is an expression of dissatisfaction about a more complex matter that requires a detailed investigation. A Formal Complaint may cover codes of conduct breaches where less serious in nature.

A Formal Complaint should be directed in writing to the Resolution Lead who will manage the process. Full details of the Complaint should be provided along with the Complainant's thoughts on a suitable resolution.

The Resolution Lead will aim to acknowledge the Complaint within 5 working days of receipt.

The Resolution Lead will appoint an Appropriate Authority to deal with the Complaint.

The Appropriate Authority will aim to establish all the facts relevant to the points made in the Complaint and aim to give the Complainant a full, objective, and proportionate response within 20 working days of the acknowledgement.

4.4 Appeals

If the Complainant or Respondent is dissatisfied with the response of the Formal Complaint, they can request a review of the Complaint and Investigation by an Appeals Panel.

An Appeal must be submitted in writing to the Resolution Lead within 14 days of receipt of response, detailing why the Respondent or Complainant is unhappy with the outcome or conduct of the Formal Complaint.

The Resolution Lead will aim to acknowledge the Appeal within 5 working days of receipt.

The Resolution Lead will appoint an Appeals Panel consisting of three Independent People.

The Appeals Panel will review the Complaint and Investigation and aim to provide a response within 20 working days of the acknowledgement.

Where a Complainant has exhausted the appeal procedure and continues to dispute the outcome of their complaint, they will be advised that no further discussion will take place on the matter.

4.5 **Can you keep complaining?**

Provided the proper process has been followed, KN will not take any further action. Repeat complaints about the same issue will not alter this but may result in a disproportionate use of KN's resources. In dealing with such situations the Resolution Lead will ensure the complaints procedure has been correctly implemented.

Where a wider complaint is deemed to be vexatious, persistent, is considered to have no basis or genuine substance, KN reserves the right not to investigate. In this situation, KN will notify the complainant within 21 working days. In extreme cases of vexatious and/or persistent complaints KN may take disciplinary action.

4.6 **Potential outcomes of a complaint**

If the Complaint is upheld, the resolution will be considered in line with precedent before setting. Examples of resolutions might include, but are not limited to:

- an apology
- a proposed remedy
- an indication of what service improvement will be made
- progression to a Disciplinary Charge if the investigation discloses a breach of England Netball's Codes of Conduct or Disciplinary Regulations.

5. **Associated Documents**

England Netball Complaints and Feedback Policy

England Netball Disciplinary Regulations

Kent Netball Data Protection Policy

With further reference to the Kent Netball Documents – Version Control Register for a record of all Kent Netball's documents and their latest versions.

[View associated documents.](#)

6. **Relevant Contacts**

General Enquiries secretary@kentnetball.co.uk

Resolution Lead secretary@kentnetball.co.uk

7. **Review of Policy**

The KNMC will review this policy at three-year intervals.

Amendments to the policy are permitted at any time following a decision of the KNMC, which must be minuted.

PROCESS SUMMARY

What is your concern or complaint about?	Action/ Who to contact
Is it a Safeguarding issue concerning Children, Young People or Adults at Risk?	Raise concerns or complaint ASAP with the England Netball Safeguarding officer. When a Child, Young Person or Adult at Risk is identified at serious risk of harm or abuse refer immediately to the Police call 999
Is it a breach of the County competition Rules & Regulations?	Refer to the relevant competition Rules & Regulations. Send written complaint to the County Resolution Lead
Is it a breach of the England Netball Code of Conduct?	Refer to the England Netball Disciplinary Policy. Send written complaint to the England Netball Compliance Manager. Where the complaint concerns less serious breaches of the England Netball Code of Conduct, refer to the Kent Netball Compliments and Complaints Policy. Send written complaint to the County Resolution Lead.
Is it an Informal Complaint about a County Service provided?	Refer to the Kent Netball Compliments and Complaints Policy. Refer complaint to the County Resolution Lead.
Is it a Formal Complaint about a County service Provided?	Refer to the Kent Netball Compliments and Complaints Policy. Send written complaint to the County Resolution Lead.
Is it a complaint about a local organisation or club?	Refer to the local organisation or club's policy and contact them direct.
Is it a compliment about a County service received?	Refer to the Kent Netball Compliments and Complaints Policy. Send written compliment to the County Resolution Lead.
Do you: - have genuine reasons why you cannot use the above policies and procedures. - have reason to believe that these policies are not being properly applied. -believe there is a public interest aspect e.g. criminal offence, suspected fraud, disregard for legislation etc.	Refer to the England Netball Whistleblowing Policy. Send written complaint to the England Netball Compliance Manager.