

INFORMAL PROCEDURE

1. Talk with the other person

As a first step, you should try to sort out the issue with the person/s involved if you feel safe and able to do so.

2. Contact a Club Member Protection Information Officer

If the issue cannot be resolved without assistance, the complainant may make an initial approach to a Club MPIO to discuss the issue.

3. Outcomes from the Initial Contact

- a. After talking with MPIO you may decide:
- b. There is no issue;
- c. The issue is minor and you do not wish to take the matter forward;
- d. To try and work out your own resolution (with or without a support person); or
- e. To seek an informal mediated resolution with the help of a third person.

If the above informal procedure has not resolved the issue to your satisfaction, you can then move onto the below Formal Procedure.

FORMAL PROCEDURE

4. Make a Formal Complaint

Your complaint will need to be in writing and should be filled out on the NTNA Formal Complaint Form. It will then be passed onto the NTNA Hearing Officer.

5. Hearing Office Process

Upon receiving your written complaint, the Hearing Officer will follow the Netball Australia Member Protection Policy Attachment C: National Complaint Handling Regulation, including:

- a. Getting further information from the complainant
- b. Providing the information to the person/people complained about and requesting their version of events
- c. Decide whether enough information has been provided to make a determination.
- d. Determine what, if any, further action will be taken.

6. Resolution Process

The Hearing Officer may progress the matter through the following stages of the resolution phase to reach a resolution.

- a. An investigator will conduct an investigation and provide a written report to the Hearing Officer.
- b. Informal or Formal mediation session
- c. Hearing Tribunal
- d. Refer the matter to Police or other appropriate authority.

7. Reconsideration of initial outcome, investigation or appeal

A request can be made to reconsider the complaint as per Step 5 or an appeal of the decision/outcome.

8. Documenting the Resolution

The Hearing Officer will document the complaint, the process followed and the outcome. This document will be stored in a confidential and secure place.