

Complaints Policy and Procedure

We hope that for the majority of the time players, parents and guardians are happy with the way Newman Netball is being run. However, we appreciate that on occasions it may be necessary to raise concerns or make a complaint in order to resolve an issue or improve things for everyone involved in the club. We are an evolving club and look to learn from any mistakes made or feedback given.

A complaint is defined as:

 **An expression of dissatisfaction.**

Often complaints arise out of a breakdown in communication or a perception that has been gained, which may not be accurate but causes upset.

We would ask that if it is felt necessary to make a complaint the following procedure is followed,

**Stage 1**

The complaint is raised with the appropriate person in order that they can respond or provide an explanation. For example, if it is an issue with safeguarding this could be raised with the lead for safeguarding and potentially resolved informally.

Stage 1 complaints will not be recorded if resolved to the complainant’s satisfaction.

**Stage 2**

If the complaint cannot be resolved at stage 1 or the complainant does not feel comfortable raising the issue directly with the person concerned than a complaint should be made in writing and sent to the clubs email address at info@newmannetballclub.co.uk. This will be picked up by the secretary of the club and directed to the most appropriate person on the committee to respond and try and resolve the complaint.

Stage 2 complaints will be recorded but anonymised. This will be evidence that the club is open and transparent and can learn from feedback. Actions may come out of the handling of such complaints which will be documented in the clubs action plan.

**Stage 3**

If the complaint cannot be resolved at stage 2 or the complaint is considered serious it will be directed immediately to the chair of the committee. If the complaint is about the chair of the committee then it will be directed to the vice-chair and they will be supported by another committee member to try and resolve the complaint.

Stage 3 complaints will be recorded but anonymised and handled as per stage 2.

The club will treat any complaint made seriously and look to resolve it as quickly as possible, hopefully to everyone’s satisfaction.

To make a complaint the person needs to be directly connected to the club.