1. **Purpose**

This policy sets out how Banbury Blues Netball Club will handle grievances, complaints and disputes raised by members, parents, coaches, volunteers or officials.

Our aim is to ensure all concerns are dealt with **fairly, transparently, and promptly**, in line with England Netball’s Codes of Conduct and Safeguarding Policies.

1. **Scope**

This policy applies to:

* All members (players, coaches, umpires, volunteers, committee)
* Parents/guardians of junior members
* Visitors and opposition teams when interacting with the Club

It covers:

* Breaches of the Club’s Codes of Conduct
* Behavioural issues (on or off court)
* Disputes between members
* Concerns about fairness, equality, or inclusion

It does **not** cover safeguarding concerns about children or vulnerable adults – these must be reported immediately to the Club Welfare Officer and, where appropriate, to England Netball or statutory agencies.

1. **Guiding Principles**
* **Respect & Fairness**: Everyone has the right to be heard.
* **Confidentiality**: Complaints will be handled discreetly, sharing details only with those who need to know.
* **Timeliness**: Grievances will be acknowledged within 5 working days and resolved as quickly as possible.
* **Right to Representation**: Members may bring a friend, parent or representative to meetings.
* **Right to Appeal**: Decisions may be challenged via the appeal process below.
1. **Stages of the Procedure**

*Stage 1: Informal Resolution*

* Where possible, members should raise concerns informally with their **Coach, Team Manager, Club Welfare Officer or Committee Member**.
* Many issues can be resolved quickly through discussion and mediation.

*Stage 2: Formal Complaint*

* If the issue is not resolved informally, a written complaint should be sent to the **Club Chairperson or Secretary** within **7 days of the incident**.
* The complaint should include:
	+ Name of complainant
	+ Date and details of incident
	+ Parties involved
	+ Desired outcome
* The complaint will be acknowledged in writing within **7 working days**.

*Stage 3: Investigation*

* The Club Committee (or a designated **Grievance Sub-Committee** of at least three independent members) will investigate the complaint.
* This may include speaking with all parties, reviewing reports, and gathering evidence.
* A hearing may be arranged, giving all parties an opportunity to present their case.

*Stage 4: Decision*

* A decision will normally be made within **28 working days** of receiving the complaint.
* Possible outcomes include:
	+ No further action
	+ Informal warning/mediation
	+ Written warning
	+ Suspension or removal from club activities (in line with Club Constitution)
* The decision will be confirmed in writing to all parties.

*Stage 5: Appeal*

* If the complainant is dissatisfied, they may appeal in writing to the **Appeals Panel** (minimum of three independent members not previously involved) within **7 days of the decision**.
* The Appeals Panel will review the case and respond within **14 working days**.
* The Appeals Panel’s decision is **final**.
1. **Records**
* The Club Secretary (or Welfare Officer where safeguarding is involved) will keep confidential records of all complaints, investigations, and outcomes for a minimum of **3 years**.
1. **Related Policies**

This policy should be read in conjunction with:

* Banbury Blues Codes of Conduct (Players, Coaches, Parents, Officials)
* Banbury Blues Safeguarding Policy
* England Netball’s Complaints & Disciplinary Regulations
1. **Review**

The club follows the guidance and rules of England Netball and will refer to them as necessary. This policy will be reviewed annually by the Club Committee to ensure it remains effective and aligned with England Netball guidance.