



Complaints Policy

Sutton Royals Netball Club is committed to providing the 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. We 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 that the experience is improved going forward.

Options for following up complaints are as follows:

1. Informal Complaint

Grievances can often be resolved 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 contact details on the website. No investigation or Disciplinary Action will be taken as the result of an informal complaint.

2. Formal Complaint

If your complaint is about the actions or behaviour of a person who is participating or volunteering in netball (including Players, Parents, Coaches, Committee Member or other Volunteers) then we would ask you to submit the details of your complaint in writing to the secretary@wilmslowlightningnetball.com, using either the standard 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 Chair in the event of declared personal interests). We will aim to respond in a comprehensive manner within 21 working days.

3. Anonymous Complaint

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 Club Secretary: suttonroyals@gmail.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.

4. Potential Outcomes

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 Sutton Royals Netball Club Codes of Conduct or the Disciplinary Regulations.

5. Appeal 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.

6. Further Action

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 Sutton Royals Netball Club resources. In dealing with such situations the Club Secretary or other appointed Committee Member 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 or is considered to have no basis or genuine substance, Sutton Royals Netball Club reserves the right not to investigate. In this situation, the Club will notify the complainant within 21 working days. In extreme cases of vexatious and/or persistent complaints the Club may take Disciplinary Action against members and connected participants