

WAVERLEY NIGHT NETBALL ASSOCIATION

COMPLAINT HANDLING

INFORMATION



Use the table below as a reference to whom a complaint should be made to, who a complaint can be made by and the steps to follow.

Complaint	On-Court Related	Off-Court Related
	eg. Rule clarification or game management.	eg. Not related to the game, but for competition management or venue related issues.
Who can raise a complaint	<ul style="list-style-type: none"> ✓ Players ✓ Team officials ✗ Parents ✗ Spectators 	<ul style="list-style-type: none"> ✓ Players ✓ Team officials ✓ Parents ✓ Spectators
When to raise a complaint & to whom	<ul style="list-style-type: none"> ✓ Players Rule clarifications are allowed at an interval in the game. ✓ Team Officials Can raise with Court Supervisor at any time, but preferably raise the complaint during the game, no matter how small or large. It is easier to deal with at the time. <p>See reception if you can't find a Court Supervisor. Send a Team Official or Player from the participating team; requests from Parents and Spectators will be declined.</p> <p>✗ Parents and Spectators must make all complaints through the Team/Club Official, who will then decide on the course of action.</p>	<p>At the time of the issue, see staff at reception or Centre Manager.</p> <p>Or via Email to the Centre Manager on michelle@waverleynetball.com.au</p>
Initial complaint procedure	<ol style="list-style-type: none"> 1. Seek clarification as early as possible during the game. 2. More serious complaints, not able to be solved in person on the day, can be dealt with under the Netball Victoria Competition Regulations or relevant Netball Australia or Netball Victoria Policy. 3. A complaint must be made within 48 hours of the incident / match. A Complaint Form is available by emailing info@waverleynetball.com.au <p>Parents must go through their club officials with any concerns and not directly to Court Supervisors or reception.</p>	<p>If it is an incident or a problem at the venue, it is best to deal with it at the time, seek attention at reception.</p> <p>Email the Centre Manager on michelle@waverleynetball.com.au</p>