



Kent Netball Compliments and Complaints Policy

Policy Name	Kent Netball Compliments and Complaints Policy
Responsible Officer	Chairperson
Group Owner	KNMC
Date created	01/05/2021
Version	1.1
Review date	01/05/2027
Applicable for	This policy is mandatory. It applies to all members of Kent Netball and volunteers acting in any capacity within netball where a separate policy does not exist.
Summary	This policy provides information on Kent Netball's Compliments and Complaints Policy and outlines the organisation's aim to manage compliments and complaints fairly and with understanding. It sets out the process to be followed when dealing with compliments and complaints.

Version Control

Person Responsible	Version and summary of changes	Date
Dawn Cox	First Version. Kent Netball Compliments and Complaints Policy_v1.0	01/05/21
Dawn Cox	Kent Netball Compliments and Complaints Policy_v1.1 Changes to wording of Compliments section.	01/05/2024

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Abbreviations

AGM	Annual General Meeting of Kent Netball
EN	England Netball
INF/IFNA	The International Netball Federation (INF), formerly the International Federation of Netball Associations (IFNA), is the worldwide governing body for Netball.
KN	Kent Netball
KNMC	Kent Netball Management Committee
L&SE	London and South East
RMB	Regional Management Board

1. Policy Statement

Kent Netball (KN) is an autonomous member body of England Netball and this policy reflects the principles of the England Netball Complaints and Feedback Policy.

KN will provide a system whereby compliments and complaints can be dealt with promptly, fairly, politely, confidentially and with understanding, in all aspects of participation.

Wherever possible, KN aims to manage complaints internally.

KN reserves the right to refer the Complaint to an alternative Appropriate Authority, including external authorities. In this case, KN will advise the Complainant who the Complaint has been referred to and the reason for the referral.

Club, League or other Organisation's complaints should be dealt with by the Club/League/Organisation's procedures in the first instance. If this has not occurred, KN will refer the Complainant to the Club/League/Organisation.

The person first contacted with the Compliment or Complaint is responsible for ensuring the matter is brought to the attention of the Secretary who will then follow the procedure outlined in this policy.

The aim is to resolve complaints at the earliest opportunity and within the timescales set out, although in exceptional circumstances the timescales may be extended. Extensions to disciplinary timescales will be managed in accordance with England Netball's Disciplinary Regulations.

Whilst fully supporting the right to complain, KN expects its volunteers to be treated courteously at all times. Violent or abusive language or behaviour towards them is unacceptable. Where there is a threat or use of physical violence or verbal abuse towards volunteers from a complainant, all direct contact with the Complainant will cease and the behaviour may be subject to disciplinary action or reported to the police.

It is a requirement of KN that members adopt and implement this policy.

A copy of this policy and procedures will be given to all KNMC members upon their election/appointment to the KNMC and to all other relevant volunteers as part of their induction.

In the course of administering its business in connection with this policy, KN may need to process both personal data and special categories of personal data. KN will process such data in accordance with the Kent Netball Data Protection Policy.

The Chairperson is responsible for ensuring that this policy is implemented effectively. The Secretary is responsible for the day-to-day implementation of the Policy. All other KNMC members are expected to facilitate this process.

A record of revisions of this policy will be recorded in the Kent Netball Documents – Version Control Register.

Queries regarding this policy should be directed as indicated in the Relevant Contacts section.

2. Definition of Terms

Appeal	An application by a Respondent or Complainant to have an Appeals Panel carry out a review of the complaint and investigation by an Appeals Panel.
Appeals Panel	A body of three independent people.
Appropriate Authority	The person or body to which KN delegates the power to

	administer and make decisions under this policy.
Complainant	A person who submits a written Complaint.
Complaint	An expression of dissatisfaction about the actions, decisions or apparent failings in the service provided.
Compliment	A positive remark about a service or an individual.
Connected Participant	Any person/s or entity, whether a Member or non-Member, who participates in netball in the County in any capacity.
Disciplinary Action	Proceedings, or part thereof, in accordance with England Netball's Disciplinary Regulations.
Disciplinary Offence	May include (but is not limited to) inappropriate, incorrect, improper or unlawful conduct, any breach of England Netball's Disciplinary Regulations, the rules, regulations, codes, byelaws, articles, policies or licence schemes imposed by England Netball on any Member or Connected Participant from time to time, or any conduct which is generally detrimental to the interests of the Sport.
Executive Committee	The Executive Committee comprises The President, Chairperson, Vice-Chairperson, Treasurer and Secretary of KN.
Formal Complaint	An expression of dissatisfaction about a more complex matter that requires a detailed investigation.
Honorary Officers	President, Chairperson, Vice-Chairperson, Treasurer, Secretary of KN.
Independent Person/People	A person who has no vested interest in the outcome of a Complaint, who is called on to assist an Appeals Panel in making its Decision.
Informal complaint	An expression of dissatisfaction that requires some follow-up action to resolve.
Investigation	Formal or systematic examination or research.
Locally	With reference to a particular Club/League/Organisation or area.
Member	A person holding current membership of England Netball.
Respondent	A person against whom a complaint is made.
Sport	Netball
Volunteer	A person who gives their time unpaid.

3. Compliments

Any KN volunteer may receive a Compliment and this is very much encouraged. The Compliment should be forwarded on to the Secretary in writing to be actioned or logged appropriately.

It is the responsibility of the Secretary in conjunction with the Honorary Officers, to decide if a Compliment requires any further action or recognition. This may include a written response informing, congratulating and recognising the Volunteer concerned on the feedback.

4. Complaints

4.1 Discipline

A Member or Connected Participant shall be liable to Disciplinary Action in accordance with England Netball's Disciplinary Regulations if their conduct is inappropriate, incorrect, improper, unlawful or unsporting and/or has the potential to bring the Sport, Members, Connected Participants or officials into disrepute.

Complaints of a disciplinary nature should be submitted in writing to the Disciplinary Secretary within 28 days of the incident, outlining the full details of the Disciplinary Offence. The Disciplinary Secretary will manage the complaint in accordance with England Netball's Disciplinary Regulations.

4.2 Informal Complaints

An Informal Complaint is an expression of dissatisfaction that may require follow-up action to resolve.

The informal complaint process is not appropriate in all cases, such as in matters of a complex, serious, or disciplinary nature.

Informal complaints should be directed to the Secretary who will manage the process. Full details of the Complaint should be provided along with the Complainant's thoughts on a suitable resolution.

Once the Informal Complaint reaches its completion, the matter will be considered closed.

The Complainant retains the right to withdraw the Complaint or to proceed to a Formal Complaint.

4.3 Formal Complaints

A Formal Complaint is an expression of dissatisfaction about a more complex matter that requires a detailed investigation.

A Formal Complaint should be directed to the Secretary who will manage the process. Full details of the Complaint should be provided along with the Complainant's thoughts on a suitable resolution.

The Secretary will aim to acknowledge the Complaint within 5 working days of receipt.

The Secretary will appoint an Appropriate Authority to deal with the Complaint.

The Appropriate Authority will aim to establish all the facts relevant to the points made in the Complaint and aim to give the Complainant a full, objective, and proportionate response within 20 working days of the acknowledgement.

4.4 Appeals

If the Complainant or Respondent is dissatisfied with the response of the Formal Complaint, they can request a review of the Complaint and Investigation by an Appeals Panel.

An Appeal must be submitted in writing to the Secretary within 14 days of receipt of response, detailing why the Respondent or Complainant is unhappy with the outcome or conduct of the Formal Complaint.

The Secretary will aim to acknowledge the Appeal within 5 working days of receipt.

The Secretary will appoint an Appeals Panel consisting of three Independent People.

The Appeals Panel will review the Complaint and Investigation and aim to provide a response within 20 working days of the acknowledgement.

Where a Complainant has exhausted the appeal procedure and continues to dispute the outcome of their complaint, they will be advised that no further discussion will take place on the matter.

4.5 **Can you keep complaining?**

Provided the proper process has been followed, KN will not take any further action. Repeat complaints about the same issue will not alter this but may result in a disproportionate use of KN's resources. In dealing with such situations the Secretary will ensure the complaints procedure has been correctly implemented.

Where a wider complaint is deemed to be vexatious, persistent, and is considered to have no basis or genuine substance, KN reserves the right not to investigate. In this situation, KN will notify the complainant within 21 working days. In extreme cases of vexatious and/or persistent complaints KN may take disciplinary action.

4.6 **Potential outcomes of a complaint**

If the Complaint is upheld, the resolution will be considered in line with precedent before setting. Examples of resolutions might include, but are not limited to:

- an apology
- a proposed remedy
- an indication of what service improvement will be made
- progression to a Disciplinary Charge if the investigation discloses a breach of England Netball's Codes of Conduct or Disciplinary Regulations.

5. **Associated Documents**

England Netball Complaints and Feedback Policy

England Netball Disciplinary Regulations

Kent Netball Data Protection Policy

With further reference to the Kent Netball Documents – Version Control Register for a record of all Kent Netball's documents and their latest versions.

[View associated documents.](#)

6. **Relevant Contacts**

General Enquiries secretary@kentnetball.co.uk

Disciplinary Secretary secretary@kentnetball.co.uk

Secretary secretary@kentnetball.co.uk

7. **Review of Policy**

The KNMC will review this policy at three-year intervals.

Amendments to the policy are permitted at any time following a decision of the KNMC, which must be minuted.