



*NEW ZEALAND MEN'S
& MIXED NETBALL ASSOCIATION*

New Zealand Men's and Mixed Netball Association Complaints Policy and Procedures

This policy has been reviewed and approved by the Board on 22 March 2026.

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Purpose

This policy is intended to set out processes and procedures for the resolution of complaints arising from breaches to New Zealand Men's and Mixed Association (**NZMMNA**) policies and regulations.

The following policy and procedures are to be read in conjunction with:

- NZMMNA Constitution
- NZMMNA Regulations
- NZMMNA Safe and Inclusive (Harassment Free) Netball Policy
- NZMMNA Safe Netball for Children Policy
- NZMMNA Code of Conduct

Definitions

NZMMNA Board - Any reference to the NZMMNA Board will also refer to any authorised delegate as directed by the NZMMNA Board.

Game – The playing of a game of netball during a recognised competition, tournament or league.

Relating to a Game – Refers to the rules and regulations for players, umpires, team managers and coaches. Can include scores.

Activity - Any involvement with NZMMNA which is not a game.

Key Principles

As outlined in the NZMMNA Constitution, processes set out in this policy shall comply and be consistent with the principles of natural justice.

These are:

1. **The Right to a Fair Hearing:** Parties must be given full and relevant information, a proper opportunity to respond to any adverse findings, and notice of the charges or issues against them.
2. **Rule Against Bias:** Decision-makers must be impartial, disinterested in the outcome, and act with an open mind.
3. **Procedural Fairness:** The process must be fair and reasonable under the circumstances

In practice, core components of these principles include:

1. **Fair and Prior notice:** A party being complained about has the right to know the subject of the complaint against them.
2. **The Right to be Heard:** The complainants and the party being complained about have the right to put their side of the story. Although a complaint may have been received, this does not mean that the person being complained about is guilty.

It is important to note that all times children are not to be involved in any conflict, incident or investigation unless absolutely necessary. All discussions should be away from children. Please refer to the [NZMMNA Safe Netball for Children Policy](#).

Complaints Policy

1. NZMMNA, and all of its members, are bound by the NZMMNA Constitution, Regulations, policies and Code of Conduct.
2. NZMMNA's Code of Conduct and the Complaints Policy and Procedures governs any member, player, team, umpire, coach, manager, volunteer and any other person who, participates, spectates and/or is involved in any way in any activity held at NZMMNA sanctioned events or is involved in any activity under the auspices of NZMMNA.
3. Incidents may occur that result in a complaint being made. The incident may be but is not limited to:
 - a. Breaches of the NZMMNA Constitution;
 - b. Breaches of the NZMMNA Regulations;
 - c. Breaches of the NZMMNA Code of Conduct
 - d. Breaches of the NZMMNA Tournament Policy; and/or
 - e. Breaches of NZMMNA Policies;
4. Complaints can be made to NZMMNA from any witness who deems such action necessary i.e. coach, manager, team member, umpire or spectator. Staff members, officials, volunteers or members of the NZMMNA Board may start a complaints process should they feel a breach has occurred but a complaint has not been received.
5. It is recognised that member associations may have their own policies for dealing with complaints or reported incidents that involve members of and people associated with their own club. NZMMNA will contact the relevant member association where appropriate.
6. Only the delegate named in NZMMNA's Delegate Register can speak on behalf of a member association.

Incident Occurs Procedure

Any person can identify an issue or incident and bring it to the attention of NZMMNA.

During Events – Incident not involving the outcome of a game

1. Contact to the control room can be made from any witness who deems such action necessary i.e. coach, manager, team member, umpire or spectator.
2. Where the nature of the incident could affect the safety of any person during the game, the control room should be contacted immediately during the game.
3. The control room will attempt to resolve the issue by the following means or other actions as deemed appropriate:
 - a. Listening to the nature of the incident
 - b. Offering possible solutions to the incident
 - c. Sending the Umpire Convenor to observe the game and/or sideline
 - d. Sending the Tournament Convenor to observe the game and/or sideline
 - e. Sending Board Member to observe the game and/ or sideline
 - f. Explaining to the complainant the written complaints process

During Events - Incident involving the outcome of a game

1. Contact the control room immediately to have the written complaints procedure explained.
2. A complaint must be lodged through the NZMMNA Complaints form or by email within two (2) hours of the game ending, or one (1) hour prior to your next game.
3. A \$150 fee must be paid to the Tournament Convenor. The fee will be returned upon consideration of the complaint if the complaint is upheld.
4. The complaint must include:
 - a. The nature and details of the complaint
 - b. The parties alleged to be involved
 - c. The action you wish to be taken to resolve the complaint
 - d. Contact details of the complainant including Member Association
5. The form can be given to the control room or emailed to secretary@nzmmna.co.nz.
6. When lodging a complaint, any relevant evidence including photographs, videos, or testimonies from witnesses may also be submitted.

Outside of Games – Written Complaint

1. Should the incident not be resolved through contacting the control room or the game has finished, or the incident does not relate to a game, then a written complaint must be completed with all details provided on the NZMMNA Complaints form or by email.
 - a. The form can be given to the control room or emailed to secretary@nzmmna.co.nz
 - b. Written complaints relating to a game must be received within 14 days of the incident.
2. Staff members, officials, volunteers or members of the NZMMNA Board may start a complaints procedure should they feel a breach has occurred but a complaint has not been received in writing.

Complaints Procedure

Written complaint received

When a written complaint is received at an event by the Tournament Convenor or the Secretary, NZMMNA shall make an initial assessment and investigation which may involve additional relevant parties and requesting submissions or any other appropriate actions.

During an event, the Tournament Convenor and two (2) members of the Tournament Committee will categorise the complaint. Outside of an event, the President and Secretary of NZMMNA will categorise the complaint. The categories for consideration are:

Minor – includes but not limited to, minor infringements, minor misconduct, insufficient information provided, partly or fully dealt with at the time, vexatious complaint.

Further Action Required – includes but not limited to more serious misconduct, breach of rules, regulations or policies.

Serious - includes but not limited to very serious misconduct or breach of policy, regulations, breaches of the NZMMNA Constitution.

An email receipt will be sent to the complainant outlining any further actions that the Board may take.

Minor and Further Action Required Complaints

1. NZMMNA will within a reasonable timeframe look at each incident considering but not limited to:
 - a. Deciding if all relevant information has been obtained.
 - b. Ensuring only relevant facts are taken into account.
 - c. Deciding if penalties are already set out and have been imposed.
 - d. Determining if a resolution can be sought.
 - e. Determining if a hearing is necessary.
 - f. Determining if complaint should be referred to the full NZMMNA Board.
2. NZMMNA may decide that no further action will be taken or may impose one or more penalties. The penalty may be set out in the Penalties Schedule. However, NZMMNA may impose further penalties as appropriate for the incident. These could include:
 - a. A written warning, with any further complaints upheld resulting in immediate removal from an event
 - b. A stand down from part of the remainder of an event
 - c. Expulsion from the remainder of an event
 - d. Expulsion and a further stand down period from NZMMNA events.

3. An email will be sent to the complainant and the respondent with any decisions made and any further penalties imposed.
4. During an event, the complainant and the respondent may appeal to the NZMMNA Board within 30 minutes of the decision being made by notifying the Tournament Convenor in writing.
5. Outside an event, the complainant and the respondent may appeal to the NZMMNA Board within 14 days of being notified of decisions made.

Serious Complaints, Referred and Appealed complaints – NZMMNA Board

1. Serious complaints, referred complaints and appealed complaints will be investigated by the NZMMNA Board.
2. The NZMMNA Board will consider the complaint as soon as practicable, unless extenuating circumstances exist, and a delay is the most appropriate course of action.
3. The NZMMNA Board may delegate to a relevant body the following process if deemed appropriate.
4. The NZMMNA Board may suspend a person prior to a decision where it considers that suspension is necessary in the interests of NZMMNA and/or its members.
5. The NZMMNA Board may interview the complainant, the respondent, seek further information from the member association, the umpires or official called and any other relevant parties if they deem it necessary. The parties may be asked to make a submission or appear in person before the NZMMNA Board.
6. The NZMMNA Board may decide that no further action will be taken or may impose one or more penalties. This penalty may be set out in the Penalties Schedule, but the NZMMNA Board are able to impose further penalties as they see fit.
7. The NZMMNA Board may consult relevant bodies for guidance.
8. Both the complainant and the respondent will be informed of the decisions made.
9. The NZMMNA Board may refer the complaint to the NZMMNA Board Judiciary Committee
10. The complainant and the respondent may appeal to to the Judiciary Committee within 14 days of the decision of the NZMMNA Board

Serious Complaints – Judiciary Committee

1. As per the NZMMNA constitution, the Judiciary Committee is made up of a minimum of three individuals who are not NZMMNA Board members and are appointed on an 'as needed' basis each year by the Board.
2. If the Judiciary Committee member is in a conflict-of-interest situation with any parties involved in the complaint, then a replacement member will be substituted by the NZMMNA Board.

3. The Judiciary Committee may determine its procedures as it sees fit. However, the procedure will include full and open disclosure of the complaint to the party being complained about and subsequent full and open disclosure to the complainant of the response from the party being complained about.
4. All decisions by the Judiciary Committee will have the full endorsement of the NZMMNA Board.
5. Both the complainant and the respondent will be informed of the decisions made.
6. As per the Constitution, the complainant and the respondent may appeal to the Sports Tribunal of New Zealand.

Penalties Schedule

The penalties for some breaches and infringements are set out below. This is not a complete list. Please also refer to the World Netball Rules, NZMMNA Tournament Policy and the NZMMNA Harassment Free Netball Policy.

World Netball Rules – 18: Game Management

World Netball Rule 18: Game Management	NZMMNA Penalty
World Netball Rule 18: Game Management 6.d. – Suspension	<ul style="list-style-type: none"> Repeated suspensions during an event may result in penalties being imposed on a player which can include suspension of play for one or more games in a tournament.
World Netball Rule 18: Game Management 6.e. – Ordering Off	<ul style="list-style-type: none"> Ordering Off <ul style="list-style-type: none"> If rule 18.6.e. is invoked on two occasions during a tournament, an automatic suspension of play for one game will be given to the player. Any suspension of play is to be applied to the game immediately following the second suspension. The member association will be advised of this person's behaviour. A complaints process may also be followed where further penalties can be imposed.

Harassment and Abuse

Action	NZMMNA Penalty
<p>Any physical action such as a punch or slap whether intentional or in retaliation during a game or at any other time while participating in or involved in any activity under the auspices of NZMMNA.</p>	<ul style="list-style-type: none"> ● World Netball Rule 18 and 19 shall apply and can be imposed by the Game Umpire if during a game situation. ● Player, Coach or Manager - Automatic suspension of play for three games immediately following the suspension. ● Any other person who participates, spectates and/or is involved in any way in any activity – three games immediately following the suspension. ● An incident procedure may also be followed where further penalties including additional suspension of play, can be imposed by the NZMMNA. ● The member association will be advised of this person's behaviour.
<p>Harassment, inappropriate behaviour or abuse other than physical, by a player, coach or team manager in a game.</p>	<ul style="list-style-type: none"> ● World Netball Rules 18 and 19 shall apply and will be imposed by the Game Umpire if during a game situation. ● Can be asked to leave the immediate vicinity and/or the venue. ● A complaints process may be followed where further penalties including suspension of play or activity involvement, can be imposed by NZMMNA. ● Repeated inappropriate behaviour may impact the playing future of the player/s and team. ● A trespass notice may be issued. ● The member association will be advised of this person's behaviour.
<p>Harassment, inappropriate behaviour or abuse other than physical, while participating in or involved in any activity under the auspices of NZMMNA.</p>	<ul style="list-style-type: none"> ● Can be asked to leave the immediate vicinity and/or the venue. ● A complaints process may also be followed where further penalties can be imposed by NZMMNA. ● A trespass notice may be issued. ● The member association will be advised of this person's behaviour if known.