



# Complaints Policy

Approved by Management Committee	Date: November 2025
Review Duration Annually	Date: November 2026



The club wishes to ensure that all members know we take complaints seriously and aim to resolve issues efficiently and professionally.

Most Complaints can be dealt with and resolved quickly at the initial point of contact informally. The main principle is to seek early resolution, resolving Complaints at the earliest opportunity and as close to the point of service delivery as possible.

To make a formal complaint, please complete the [Complaint Form](#).

The process for the resolution of a formal complaint will be:

1. The Safeguarding Officer reviews the complaint and provides a formal acknowledgement within **5 working days**.
2. Safeguarding Officer obtains further facts to determine whether the complaint is substantiated or unsubstantiated. For unsubstantiated complaints, the Safeguarding Officer will provide feedback to the complainant regarding their finding, no later than **10 working days** after receipt of the complaint.
3. For substantiated complaints, the Safeguarding Officer will present their finding to a panel of the committee chaired by the Vice Chairperson.
4. The safeguarding officer will then communicate to the complainant the details of the actions the club has undertaken in respect of the issue raised, within **20 working days** of the date of the complaint.
5. The complainant has **3 working days** from receipt of the panel's outcome to appeal the decision in writing to the club's chairperson.
6. The Chairperson will review the complaint along with two other members of the committee who have not previously been involved in the complaint. The chairperson will provide the complainant with a final written outcome.

At the end of the club's complaint process, should the complainant not be satisfied with the outcome, they may refer the case to England Netball

With respect to anonymous complaints, these will be reviewed by a Safeguarding Officer and appropriate action taken as necessary.

Where a complaint is deemed to be vexatious, persistent, is considered to have no basis or genuine substance, the club reserves the right not to investigate. The complainant will be informed of this within **2 working days**.