



# Complaints and Grievances Policy

**Date of implementation:** January 2026

## 1. Policy Purpose

Mernda Netball Club is committed to providing a safe, respectful and positive environment for all players, families, volunteers and officials.

This policy outlines the process for raising and managing complaints or grievances in a fair, timely and respectful manner.

## 2. Scope

This policy applies to:

- Players
- Parents and families
- Coaches
- Team Managers
- Committee members
- Volunteers

## 3. Guiding Principles

- Complaints should be raised early and respectfully
- Matters should be addressed at the lowest appropriate level first
- Confidentiality will be maintained where possible
- All parties will be treated fairly and without bias

## 4. Procedure

### Step 1: Team-Level Resolution

In the event of a complaint or grievance raised by a player or their family, the matter should be communicated to the Team Manager in the first instance.

Where appropriate, the Team Manager will then communicate the matter to the Coach to address and manage within the team environment.

### Step 2: Escalation to Club Leadership

If the matter cannot be resolved at a team level, the Coach is responsible for escalating the concern to the President or Vice President, preferably in writing, for further review and management.

The President or Vice President will determine the appropriate course of action in line with club policies and procedures.

### **Step 3: External Matters**

If a complaint or grievance involves individuals or parties outside of Mernda Netball Club, the President will formally communicate the matter in writing to the Northern Pride Netball Association for further consideration and resolution.

#### **5. Urgent or Sensitive Matters**

In the unlikely event that the Coach or Team Manager is unable to be contacted, or where a matter is considered urgent or sensitive in nature, parents and players are encouraged to contact the Club directly.

Concerns can be emailed to the President at [info@merndanetballclub.com.au](mailto:info@merndanetballclub.com.au)

#### **6. Confidentiality**

All complaints and grievances will be handled as confidentially as possible. Information will only be shared with individuals directly involved in resolving the matter.

#### **7. Record Keeping**

All complaints and grievances will be managed respectfully and as confidentially as possible, with details recorded in the club's complaints and grievances register.

#### **8. Policy Review**

This policy will be reviewed periodically by the Mernda Netball Club Committee to ensure it remains current, effective and aligned with association requirements.

#### **9. Definitions**

For the purpose of this policy:

*Complaint - A concern raised by a player, parent or family member regarding behaviour, decisions or actions that impact a player's experience at Mernda Netball Club.*

*Grievance - An unresolved complaint or ongoing concern that requires further review or formal management.*

*Player - Any individual registered to play with Mernda Netball Club.*

*Parent / Family - A parent, guardian or carer of a registered player.*

*Team Manager - A club-appointed volunteer responsible for team coordination and communication between players, families and the club.*

*Coach - A club-appointed individual responsible for coaching, leadership and player development within a team.*

*Committee - The elected members of Mernda Netball Club responsible for governance, oversight and decision-making.*

*President / Vice President - The appointed leaders of Mernda Netball Club responsible for managing escalated complaints and grievances.*

*Northern Pride Netball Association - The governing netball association responsible for competition management and external dispute resolution where required.*

*Urgent or Sensitive Matter - A concern that requires immediate attention due to its nature, including safety, wellbeing, or matters unable to be addressed through normal team-level channels.*

*All policies designed and created by Mernda Netball Club is able to be translated into multiple languages.*