



CCNC Complaints and Disciplinary Procedure 2025–26

1. Purpose

This procedure ensures all concerns, breaches of conduct, or inappropriate behaviour are addressed consistently, fairly, and promptly, following England Netball's guidelines. It applies to children, adults, volunteers, coaches, officials, and supporters.

2. How to Raise a Complaint

Informal Approach:

- Speak to the person involved directly in a calm, respectful way.
- Seek support from a coach, team manager, or trusted adult.
- Contact the Club Safeguarding Officer or Club Chair for guidance.

Formal Complaint:

- Complete the CCNC Complaint Form (available from the Safeguarding Officer or Club Chair).
- Submit it confidentially via email or in person, marked 'Private and Confidential.'

All formal complaints will be acknowledged within 7 days, and an initial response will be given within 14 days.

3. Who to Complain To

- Safeguarding concerns: Club Safeguarding Officer
- Adult member or club issues: Club Chair or Secretary

- Bullying/harassment/discrimination: Safeguarding Officer

4. Investigation Process

- Complaint is acknowledged and logged confidentially
- A neutral Investigating Officer or Disciplinary Panel is assigned
- Interviews are conducted with all involved parties
- Serious cases referred to England Netball if required

5. Causes for Disciplinary Action

- Bullying, harassment, or abuse
- Discrimination or hate speech
- Repeated breaches of Code of Conduct
- Unsafe or dangerous play
- Poor sportsmanship or disrespect to officials
- Substance misuse
- Social media misconduct

6. Disciplinary Process and Levels of Severity

Step 1: Notification – You'll be notified of the concern and may respond within 7 days.

Step 2: Investigation – The club investigates the issue.

Step 3: Disciplinary Meeting – Meeting may be held; support person allowed.

Step 4: Outcome & Sanctions – Based on severity:

- Level 1: Verbal warning, education
- Level 2: Written warning, temporary suspension
- Level 3: Suspension
- Level 4: Permanent exclusion or external referral

7. Who Oversees the Process

- Safeguarding Officer for youth issues

- Club Chair and Secretary for general matters
- Disciplinary Panel (2–3 neutral committee members)
- England Netball Compliance for serious issues

8. How You Will Be Informed

- Written outcome summary within 14 days of conclusion
- Clear explanation of any sanctions
- Secure and sensitive record handling

9. Appeals and Final Decisions

- Appeals must be made within 7 days of notification
- Appeals Panel will review the case
- Appeals Panel decision is final

All decisions by the Committee are final

10. Additional Guidance

This procedure aligns with:

- England Netball's Disciplinary Regulations
- CCNC's Codes of Conduct
- CCNC Safeguarding, Equality, and Social Media Policies