



# Victoria University Netball Club

## Conflicts and Complaints Policy and Procedure

### Who is this policy for?

All members of Victoria University Netball Club ('TeamVic') are expected to adhere to the club's code of conduct, which outlines the expected behaviour for all members, including players, coaches, managers, committee members, and other volunteers. It is expected that all members always comply with the code of conduct when representing TeamVic. The code of conduct can be found on the club's website.

This document sets out TeamVic's policy and procedures for handling conflicts and/or complaints which may arise from a member breaching the club's code of conduct. It also provides sets out the process a member can take to make a complaint about another member's behaviour.

If you have any questions after the reading the policy, please direct these to the club Secretary at [teamvicnetball@gmail.com](mailto:teamvicnetball@gmail.com)

### How this policy was created

This conflicts and complaints policy, and associated procedure, follows from changes to the *Victoria University Netball Club Incorporated Constitution*. This document outlines the club's rules, including registration, membership, duties of officers, committee procedure, and financial information. At the 2020 AGM, the club agreed to the inclusion of rules concerning the club's conflicts and complaints process (s14.0). The *Conflicts and Complaints Policy and Procedure* document provides key information on the club's procedure for addressing complaints. See below for advice for complainants, as well as the conflicts and complaints procedure diagram.

### Use of sensitive information

In conducting investigations of any breach of the club's code of conduct, members of the club committee will receive information that is personal to a particular individual(s). The club committee (and any investigators acting on behalf of the club committee) will not use or disclose confidential information for any purpose other than the purpose for which the information was supplied as part of any investigation. Any information collected as part of an investigation process will be destroyed within 1 year of the investigation having concluded.

The club may notify Netball Wellington Centre of any decision made about a particular investigation, if said investigation was considered to be of a serious nature and resulted in a club member being sanctioned.<sup>1</sup> This information will be kept confidential by Netball Wellington Centre.

### Review

This procedure will be reviewed bi-annually and published on the Team Vic website following ratification by the Team Vic Committee.

Version: March 2021

---

<sup>1</sup> Serious penalties for committing a breach of the club code of conduct include censure, suspension, or removal from the club.



## Conflicts and complaints procedure

