

# Netball WA Complaints Framework

## Complaint Categories and Policy Guide

Netball WA (NWA) and Netball Australia (NA) is committed to maintaining a safe, fair, and inclusive environment. This outlines the types of complaints that may occur within the sport and the key policies that guide how they are managed. From serious criminal matters to club-level concerns, each category is supported by clear procedures to ensure all issues are addressed appropriately.

### Serious Criminal or Child Abuse Complaint

These NA policies ensure both legal compliance and the safeguarding of children involved in netball. Relevant policies can be found on the [NA Integrity Policy](#) page.

- Member Protection Policy (SD02)
- Safeguarding Children & Young People Policy (INT004)

### Integrity Complaints - Community and Elite

The Netball Australia Integrity Policy Framework Conduct & Disciplinary Policy (INT001) underpins integrity complaints at both community and elite levels. Relevant policies can be found on the [NA Integrity Policy](#) page.

- Australian National Anti-Doping Policy
- Member Protection Policy (INT010)
- Tribunal Rules (INT016)
- Supplements Policy (INT007)
- Safeguarding Children & Young People Policy (INT004)

### Integrity Complaints – Community

These policies support fair play, safety, and inclusion in community netball. Full details are on the [NA Integrity Policy](#) page.

- Inclusion of Transgender & Gender Diverse Athletes in Community Netball (INT012)
- Code of Conduct (In Progress)
- Concussion Guideline – NA Pathways, Youth and Community Netball (MED002)
- Competition Manipulation for Community Netball Guidelines (INT009.2)
- Sports Medicine Policy for Community Netball (INT006)

### Integrity Complaints - Elite

These policies support fairness, safety, and integrity in elite netball. Full details are on the [NA Integrity Policy](#) page.

- Concussion Guidelines – National Programs & SSN (MED001)
- Code of Conduct (INT003)
- Competition Manipulation for Elite Programs (INT009.2)
- Sports Medicine Policy for Elite Programs (INT005)
- Inclusion of Transgender and Gender Diverse Athletes in Elite Netball (INT011)

### General Complaints

Local matters are managed through Association and Club policies and processes.

- Selection Complaints
- Personal Grievance
- Grading Complaints
- Breach of Competition, Program, Activity Rules & Guidelines
- Social Media

### Breach of Association or Club Constitution Complaints

- Breach of Association/Club Constitution
- Breach of Association/Club Policy

## Complaint Categories and Resolution Pathways

### Serious Criminal or Child Abuse Complaint

These matters involve allegations of criminal activity (e.g., assault, threats, sexual offences) or child abuse.



Do not attempt to resolve these matters within the Club or Association.

These complaints must be reported to the Netball WA Complaints & Integrity Team using the [NWA Complaints Form](#).

### Integrity Complaints

These complaints relate to breaches of Netball Australia's Integrity Policies, including:

- Harassment, discrimination, or bullying
- Breaches of the Code of Conduct or Member Protection Policy
- Doping violations
- Competition manipulation (e.g., match-fixing)
- Improper use of supplements or medications
- Breaches of child safeguarding protocols
- Concussion policy non-compliance



If a complaint involves a potential breach of one of these policies, it must be assessed under the:

[Netball Australia Netball Integrity Policy Framework, Conduct & Disciplinary Policy \(INT001\)](#)

*Alleged Breaches shall be dealt with by the level of Netball at which they occurred.*

### General Complaints

These complaints are related to the day-to-day activities of Clubs and Associations, such as:

- Competition Rules (Association based)
- Selections
- Grading
- Personal Grievance
- Social Media
- Other Policies



Before getting Netball WA involved, these matters should be handled by the Club or Association involved, using their own:

**Association or Club Complaints Processes**

### Alleged Breach of Association or Club Constitution

May include:

- Breaches of Constitution
- Breaches of By-Laws
- Governance or procedural disputes



Any alleged breach of an Association or Club Constitution/By-Laws will be assessed using the following:

**Association or Club Constitution Complaints Process**

## Other Complaints

Other types of complaints may include:

- Protected Disclosure
- Privacy Complaints
- Matters that fall outside of any other criteria



Complaints of this nature will be assessed in accordance with:



**Relevant legislation and guidance or referral to appropriate third-party agencies**

Netball WA will only intervene in complaints involving serious criminal conduct or child abuse. If you believe a complaint has not been properly resolved, or there is evidence that the process was not followed, the complaint may be escalated to Netball WA once the relevant Club or Association complaints process has been fully followed.

## Determining the Appropriate Complaint Pathway



Use the questions below to identify the correct process for managing complaints within your Associations/Clubs. This step-by-step guide ensures complaints are handled under the appropriate policies, frameworks, or legislation. If you believe a complaint has not been properly resolved, or there is evidence that the process was not followed, you have the right to escalate the matter in line with your Association or Club's policy.

### Q1. Is this a serious criminal (e.g. assault, threats, sexual offences) or child abuse complaint?

-  **Yes** Do not engage or respond to the complainant directly. Inform Netball WA Complaints & Integrity Team (The NWA Team) immediately by:  
**Associations/Clubs:** complete the [NWA Complaints Form](#).  
**NWA Employees:** email the Netball WA Complaints & Integrity Team
-  **No** Please see question 2



### Q2. Is this an Integrity Complaint?

Matters that include child safeguarding, member protection (including but not limited to, discrimination, abuse, bullying, victimisation, harassment), competition manipulation and use of sports medicine, fall under these Integrity Policies



-  **Yes** Any breaches of these policies must be handled under the [Netball Integrity Policy Framework, Conduct & Disciplinary Policy \(INT001\)](#) . Refer to the [Complaint Categories and Policy Guide](#)
-  **No** Please see question 3

### Q3. Is this complaint competition related or an alleged breach of other Association / Club policies?

Associations/Clubs have rules that govern competitions, carnivals and other events. These may be found in the Competition Handbook/Manual or By-Laws. Associations/Clubs also have policies and procedures to assist in running their Association

-  **Yes** Should there be an alleged competition or policy breach that falls outside the Integrity Policies, the **Association/Club's Complaints processes** should be followed.
-  **No** Please see question 4

### Q4. Is this an alleged breach of the Association or Club Constitution / By-Laws?

-  **Yes** Matter should be addressed using the complaints/disputes process in the **Association/Club's Constitution**.
-  **No** Please see question 5

### Q5. Is this a Protected Disclosure, Privacy or other complaint?

-  **Yes** Follow relevant legislation and guidance or referral to appropriate third-party agencies

## NOTE:

*Netball WA does not get involved with complaints or matters that occur at club and association level, unless there is serious criminal conduct or child abuse. The complaint must be lodged at the level where it occurred. The alleged breach shall be dealt with at the level of netball at which it occurred, as per the INT001 Netball Australia Netball Integrity Framework Conduct & Disciplinary Policy.*

*If you believe a complaint has not been properly resolved, or there is evidence that the process was not followed, you may be able to escalate your complaint to the next organisational level. Netball WA reserves the right to reject a complaint or refer the complaint back to the association or club if the processes at the lower level have not been followed.*

*You may not agree with the outcome of a complaint however the process must be fair.*

*Clubs and Associations that have websites will generally have their constitution and other governance documents on their websites. If they don't, and you are a member of the club or association, you can request a copy of any of their policies, procedures, by-laws and constitution.*

*Time limits for making a complaint may apply under competition by-laws, under a constitution and under the INT001 Netball Australia Netball Integrity Framework Conduct & Disciplinary Policy. To ensure your ability to access the dispute process, please make sure that any complaint that is raised is done so within the specified time frame under that rule.*

## Netball WA Complaint Management Process

The Complaint Management Process outlines the structured approach used to receive, evaluate, assess, and resolve complaints across Clubs, Associations, and NWA. This process ensures all complaints are handled fairly, consistently, and in accordance with NA and NWA policies, procedures, and relevant regulations.

### 1. Complaint Lodged

- a. **Associations/Club:** Complaints Committee is notified that a complaint has been received. Do not engage or respond directly to the complainant.
- b. **Netball WA Employees:** Complaints must be immediately forwarded to the Netball WA Complaints & Integrity Team via [complaints@netballwa.com.au](mailto:complaints@netballwa.com.au). Do not engage or respond directly to the complainant.

### 2. Complaint Received

The responsible body (Club/Association Complaints Committee or NWA Complaints & Integrity Team [The NWA Team]) formally logs the complaint and acknowledges its receipt.

### 3. Evaluation

The Association/Club Complaints Committee or NWA Complaints & Integrity Team [The NWA Team] will evaluate the complaint to determine:

- The complaint is within scope;
- The most appropriate way to manage the complaint;
- The policies that are relevant;
- The level it needs to be dealt with; and
- The appropriate person to manage the complaint  
[Provisional action can be undertaken if necessary].

### 4. Assessment

- a. **Associations/Clubs:** Once the complaint has been evaluated, the Association or Club must determine whether they are the appropriate organisation to assess and manage the complaint in line with the **NA Integrity Policy Framework – Conduct & Disciplinary Policy (INT001)**.
  - If yes, they should proceed by following the assessment process outlined below.
  - If the matter needs to be escalated to Netball WA, the Association/Club must complete and submit a [NWA Complaints Form](#) (available on the NWA website). Form will be sent to the NWA Complaints & Integrity Team [The NWA Team]).
- b. **Netball WA Employee:** Once the complaint has been evaluated, if NWA Team is the appropriate organisation to assess or deal with the complaint.
  - If yes, they should proceed by following the assessment process outlined below.
  - If the complaint is to be assessed by an Association/Club, the NWA Team will refer the matter back to the Association/Club to implement their own complaints processes.

## 5. Assessment Process

- A Complaints Manager will be appointed.
- Relevant enquiries will be made, including identifying witnesses, and gathering evidence, information and statements.
- The allegations will be put to the respondent and their response sought via interview or written submissions.
- The information will be analysed and assessed.

## 6. Finalisation

Determine the outcome of the complaint:

- Substantiated
- Unsubstantiated
- Unable to be unsubstantiated

Based on the findings, the next steps will be:

- No further action or
- A breach notice and sanction if proportionate.

## 7. Appeal

Follow relevant appeals process.