



Oceania United Netball Club

Complaint & Dispute Procedure

Purpose:

Oceania United Netball Club is committed to providing a safe, respectful and inclusive environment for all players, families, coaches and volunteers.

This procedure outlines how concerns, complaints, and disputes can be raised and managed fairly, respectfully and confidentially to support positive outcomes for all involved.

1. Scope

This procedure applies to all members and participants involved with Oceania United Netball Club, including:

- Players
- Coaches
- Team Managers
- Volunteers
- Committee Members
- Parents and Spectators
- Any other persons representing or involved with the club in any capacity

It applies to behaviour and concerns arising during training, matches, club events, meetings, and online or social media interactions connected to the club.

2. Matters That Can Be Reported

Complaints or concerns may include, but are not limited to:

- Behaviour breaching the Club Code of Conduct
- Discrimination, bullying, or harassment
- Unsafe behaviour or environments
- Concerns regarding member conduct or club activities
- Conflicts or disputes affecting players or families

3. Steps to Raise a Concern or Complaint

The club encourages concerns to be addressed early to support prompt and respectful resolution.

1. Where appropriate, concerns should first be discussed with the team coach or manager to attempt informal resolution.



Oceania United Netball Club

Complaint & Dispute Procedure

2. If the matter cannot be resolved, or is not appropriate to raise at team level, a complaint should be submitted in writing to the Club Secretary or Committee.
3. The Committee will review and, where necessary, investigate the matter in a fair and confidential manner.
4. If a matter cannot be resolved at club level, or where appropriate, it may be referred to the netball association in which the club participates or to Netball WA for further assessment or action.
5. Outcomes will be communicated where appropriate, and records of the matter will be maintained confidentially.

4. Fair Process Principles

Oceania United Netball Club will aim to ensure:

- All parties are treated respectfully and fairly
- Complaints are handled confidentially where possible
- Decisions are made without bias
- Outcomes focus on safe and positive club participation
- Resolution is sought in a timely manner

5. Procedure Review

This procedure will be reviewed periodically to ensure it continues to support a safe and respectful club environment.