

Grievance Policy



If you have a concern, follow this pathway:

TALK TO YOUR CAPTAIN

Tell your team captain about the issue. They will listen, clarify, and decide if it relates to rules, conduct, or safety.

CAPTAIN SPEAKS TO THE UMPIRE

The captain raises concern with the umpire at the next break in play. The umpire will address the issue where possible. If resolved, the process ends here.

IF NOT RESOLVED → CONTACT AN EMERALDS COMMITTEE MEMBER

The captain or affected member/s reports the issue to an Emeralds Committee Member. The committee will record the concern and attempt to resolve it at club level. If resolved, the process ends here.

STILL UNRESOLVED → ESCALATE TO LISMORE EXECUTIVE COMMITTEE

The Emeralds Committee forwards the matter to the Lismore District Netball Association Executive Committee. A written summary and all relevant details will be provided. The LDNA executive committee will provide documented resolution recommendations to the club committee and affected member/s.

CONFIDENTIALITY

All concerns are handled respectfully and confidentially. Only those involved in resolving the issue will be informed.

NO RETALIATION

No member will be disadvantaged for raising genuine concern.

SERIOUS OR IMMEDIATE ISSUES

Safety, harassment, discrimination, abuse, or child-protection concerns may be taken straight to the Emeralds Committee or Lismore Executive Committee.



"Play with strength, win with grace"