

The purpose of the Grievance Policy is to outline SDNA's complaint resolution process to implement when handling and resolving any breaches of SDNA policies and associated Codes of Conduct /behaviour. It is to make all relevant parties aware of their responsibilities and the expectations when a grievance is raised, and to send a message to the SDNA Community that all grievances are taken seriously.

This policy operates directly with the Netball Victoria Competition Complaints Handling Regulations and Netball Australia Member Protection Policy, Netball Australia – Integrity Policy Framework and Conduct and Disciplinary Policy and only functions separately to clearly specify SDNA's own purpose and specific protocols.

1. CONTEXT

SDNA acknowledges that issues and/or concerns may arise and grievances may occur within the Association regarding needs, values, and expectations of all our members. Any grievances or feedback are welcomed, valued, and taken very seriously, as it is better to be aware of any issues so they can be discussed, resolved, and evolve into a learning opportunity for continuous development.

SDNA have professional and moral obligations to keep the Association respectful, available, safe, fair and enjoyable for everyone and to therefore prevent any future conflict, hence committing to effective and efficient resolution of all grievances.

SDNA Members can be assured that our Association protects all of its members and promotes working together to achieve a positive and enjoyable environment for everybody.

2. SCOPE

This Policy applies to all members, employees, volunteers, spectators, players and team officials of SDNA.

3. PROCESS

3.1 Self-management

For mild or accidental issues – SDNA encourages members to attempt to resolve the situation directly with people involved, if possible.

- Captains only may approach the umpires at ½ time for rule clarification, not for disputes
- Members are encouraged to consider if there is an opportunity to cool off before taking further action

3.2 Obtaining information and support

If the issue is minor and members are not sure how to proceed or cannot solve it themselves with self-management:

- Have a conversation with a Team / Club representative (coach/TM/President) to determine more information and support for further options.
- Have a representative locate a SDNA Court Supervisor and request their attendance to the court immediately to observe or assist if necessary. This must be done DURING the game (if applicable), not afterwards where no observations can be made.

3.3 Informal process

If the issue has not yet been resolved satisfactorily, members may informally seek more information or resolution through:

- Conversing with the Competition Supervisor at the courts (Game Day Office) on the day to informally discuss the grievance, clarify by-laws, policies, codes of behaviour etc and to determine any more possible resolutions or courses of action in conjunction with this Policy.
- Contacting SDNA via email to info@sdna.net.au (within a maximum of three (3) working days) to informally discuss the grievance, clarify by-laws, policies, codes of behaviour etc and to determine any more possible resolutions or courses of action in conjunction with this Policy.

3.4 Formal process

If the issue is of a more serious nature or has not yet been resolved satisfactorily, members may submit a formal grievance in writing.

- SDNA request all grievances (where possible) to come directly through the official club Committee delegate.
- All grievances must be submitted as soon as possible, but within a maximum of three (3) working days.
- All grievances must be submitted on the official SDNA Complaint Form (available on the SDNA website and emailed to president@sdna.net.au).
- Complaint Forms must contain a factual, concise outline of the applicable issues, with sufficient details to enable appropriate assessment and follow-up.
- Complaint Forms should contain accurate contact details. Forms may be submitted anonymously, but this makes the issue harder to investigate.
- All official Complaint Form submissions will be acknowledged in writing within three (3) working days.

**** PLEASE NOTE:** Any incident of illegal activity or child abuse should be referred directly to the police immediately **

Following receipt of the official Complaints Form:

- The respondent will be notified and forwarded a copy of the grievance and requested to respond via the Complaints form.
- Respondent is then given a maximum of four (4) days to respond.
- SDNA President will determine whether further investigation is required or make a finding as to whether the grievance is substantiated or not. This decision may be extended to SDNA Committee members.

Based on the findings of the SDNA President /Committee:

- The grievance may be dismissed.
- An appropriate penalty may be imposed.
- The matter may be referred to an official Hearing.

3.5 Appeals

If a member is not satisfied with the final decision, they have the right to appeal.

- Appeals must be received in writing to president@sdna.net.au.
- Appeals must be received within 14 days of receiving the original decision.

3.6 Responsibilities

- All grievances will be addressed promptly and in a professional manner, contained to the relevant people only.
- SDNA will maintain all members' confidentiality.
- A person making a complaint or airing a grievance will not be disadvantaged within SDNA in anyway as a direct result.

3.7 Record Keeping

- Formal records of grievances, their progress and outcomes will be kept on file and will remain secure and strictly confidential, accessible only by the SDNA Committee members.
- Informal grievances will not be extensively documented, with only a brief summary recorded.
- Formal grievances will have thorough and detailed information documented.
- These documented Complaints will be continually monitored to enable detection of any recurring incidences of inappropriate behaviour. This will also allow for statistical information and recommendations for future planning.

4. WHAT PENALTIES MAY BE IMPOSED?

Disputing the decision(s) of an umpire - *Up to 2 weeks*

Abuse of an umpire - *Up to 4 weeks*

Unsportsmanlike behaviour - *Up to 4 weeks*

Breach(es) of Code(s) of Conduct - *Up to 3 weeks*

Gross Breach(es) of Code(s) of Conduct - *Up to 6 weeks*

Online breach of Code of Conduct as per the Netball Victoria Cybersafe Policy - *Up to 10 weeks*

Attempting to trip, strike, elbow, or kick - *Up to 4 weeks*

Tripping, striking, elbowing, or kicking - *Up to 8 weeks*

Obscene gestures - *Up to 2 weeks*

Offensive language (which may include abusive, obscene, or insulting language)- *Up to 2 weeks*

Fighting - *Up to 8 weeks*

Spitting - *Up to 4 weeks*

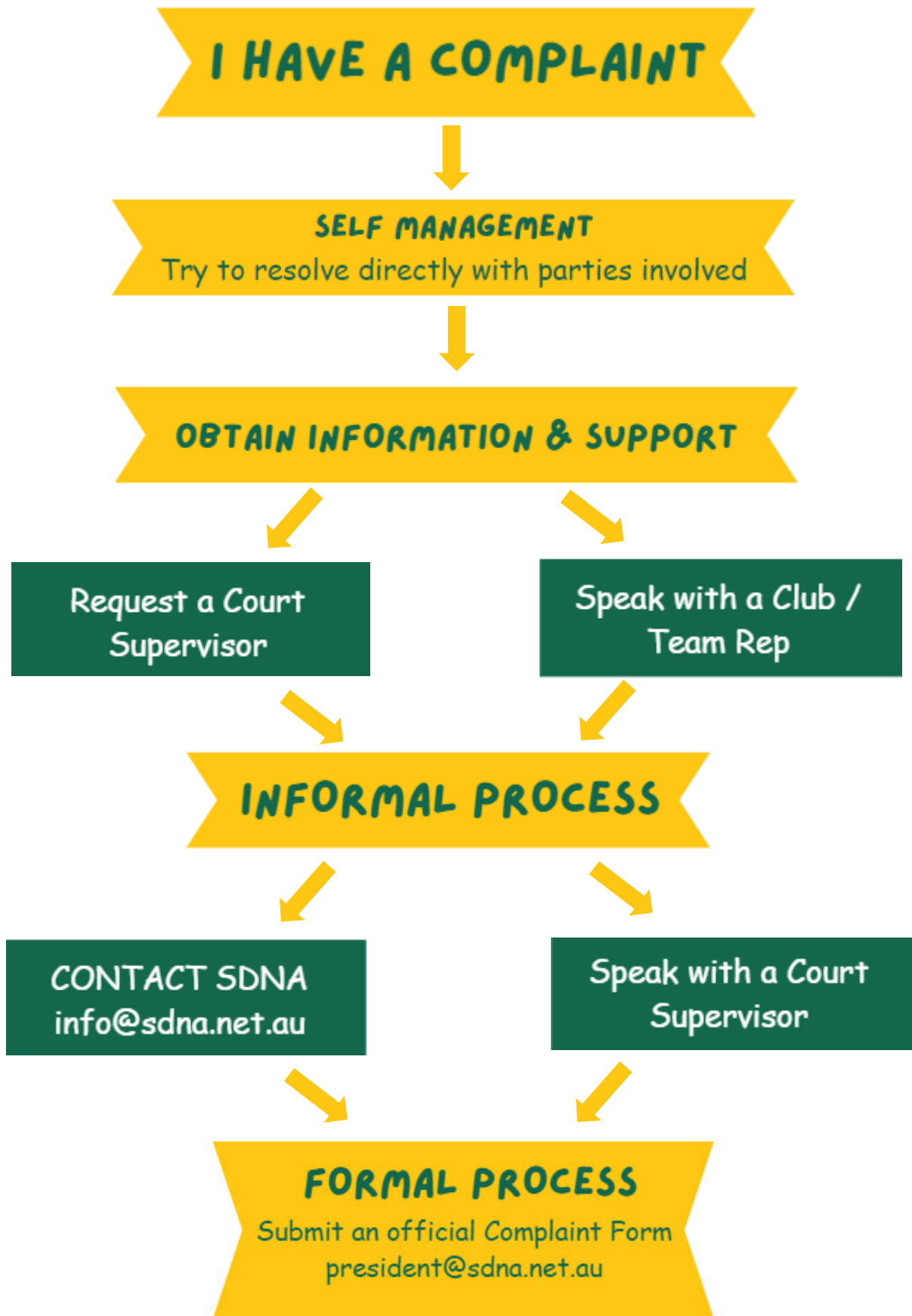
Threatening a person - *Up to 6 weeks*

Deliberately endangering the health & safety of any player, spectator or official (incidents involving blood/body fluids) - *Up to 10 weeks*

Failure to co-operate in, or hindering an investigation under this Regulation – *Up to 4 weeks*

Coaching, umpiring, playing or engaging in score bench duties while under suspension -
Up to 6 weeks

Failure to undertake all requirements of a penalty decision by the set date - *Up to 3 weeks*



This policy will be reviewed annually by SDNA.