



Cowra Netball Association

Complaints Handling Policy

Effective Date: 12th November 2025

Review Date: As required

1. Purpose

Cowra Netball Association (CNA) is committed to providing a safe, inclusive, and respectful environment for all players, coaches, umpires, officials, volunteers, and families. This policy outlines a clear and consistent process for receiving, investigating, and resolving complaints in a timely and respectful manner.

2. Scope

This policy applies to all members, participants, volunteers, officials, and stakeholders involved with CNA, including at training sessions, matches, representative events, and other CNA-sanctioned activities.

3. What is a Complaint?

A complaint is an expression of dissatisfaction with an action, decision, behaviour, or service provided by Cowra Netball Association, its volunteers, or members, that requires a response or resolution.

4. Making a Complaint

- Complaints can be submitted **via our complaints link included on our website.**
- Complaints may also be submitted by:
 - Email to: **cowra.netball@hotmail.com**
 - Letter addressed to:
The Secretary, Cowra Netball Association
PO BOX 367
Cowra NSW 2794
- All complaints must be submitted via one of the above listed formats using the complaints form included on our website.



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5. Handling of Complaints

Once a written complaint is received:

- The Complaints Committee will acknowledge receipt within **5 working days**.
 - The matter will be reviewed and, where necessary, investigated. This may include interviews with relevant parties and a review of documentation.
 - The complaint will be handled confidentially, with information only shared with those directly involved in resolving the issue.
 - The complainant will be provided with a written response within **21 working days**, or advised of any delay and the revised timeframe.
 - If appropriate, the matter may be referred to Netball NSW or another external body.
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6. Resolution Options

Depending on the nature of the complaint, resolution may involve:

- Mediation between parties
 - Clarification or explanation of decisions or rules
 - A formal apology
 - Review or revision of a policy or process
 - Disciplinary action in accordance with CNA's Code of Conduct and Netball NSW guidelines
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7. Appeals

If the complainant is dissatisfied with the outcome, they may request a review by the CNA Executive Committee.

Appeals must also be submitted in writing within **14 days** of the original decision.

8. Records and Confidentiality

- A register of all complaints will be maintained by the Secretary in a Complaints Register.
 - All complaint documentation will be stored securely.
 - Personal information will be handled in accordance with CNA's privacy obligations.
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9. Unreasonable Complaints

CNA reserves the right to decline or limit responses to complaints that are considered to be:

- Vexatious or frivolous
- Repetitive without new information
- Abusive or aggressive in nature

10. Policy Review

This policy will be reviewed annually or as needed to ensure effectiveness and alignment with Netball NSW and industry standards.

Approved by: Cowra Netball Association Executive Committee

Date Approved: 12th November 2025