




LYSTERFIELD NETBALL CLUB

COMPLAINTS AND CONFLICT RESOLUTION

The Complaint:

The committee will deal with all complaints relating to the conduct of any club members and any other complaint where it involves any club member.

All complaints must be recorded and received in writing by the Secretary within 10 days of the alleged incident. The complainant must acknowledge his/her willingness to attend when required by Committee, to discuss the matter further.

The complainant must identify the problem, parties and circumstances and not withhold any information concerning the alleged incident. 

Action:

Once a complaint is received the Secretary will acknowledge receipt of complaint and within 7 days bring it to the attention of the Committee.

The Committee will, in a timely manner, decide on a course of action in order to bring the complaint to a satisfactory and immediate resolution.

The courses of action open to the Committee include immediate dismissal of the complaint; the appointment of an investigation officer to investigate the matter further; referral of the complaint to a higher authority if needed (eg MDNA, Police); hear and determine complaint and thus reprimand, fine or suspend as it sees necessary given the circumstances.

At all times all parties of the dispute will be afforded equal opportunity to express themselves and state their case.