



COMPLAINTS POLICY 2026

Yarra Junction Junior Netball club is committed to providing a safe, welcoming, inclusive and respectful environment for all players, parents, volunteers, coaches, umpires and spectators.

This policy outlines how concerns and complaints can be raised and how they will be managed fairly, respectfully and confidentially. Our club supports the principles and policies of the Upper Yarra Netball Association and Netball Victoria.

This policy applies to all club members including;

- Players
- Parents
- Coaches
- Team managers
- Umpires
- Volunteers including committee members

This policy applies to training, matches, club events, and includes online communications including social media.

As a club we will;

- treat everyone with dignity and respect
- listen to all parties without bias
- handle complaints promptly
- protect confidentiality
- prioritise the safety and wellbeing of children
- ensure no person is victimised for making a genuine complaint

Where appropriate, members are encouraged to resolve minor concerns informally by speaking respectfully with the person involved. If this is not appropriate or the issue cannot be resolved, concerns should be raised with The Complaints Manager or Club President.

Complaints involving child safety, discrimination, bullying, harassment, abuse or serious misconduct should be reported immediately.

Formal complaints should follow the Upper Yarra Netball Association complaint format which is based on Netball Victoria's standard complaint form.

Upon receipt on any complaint, Yarra Junction Junior Netball club will;

- Acknowledge receipt of the complaint within 5 business days
- Assess whether the matter can be resolved at club level or should it be referred to UYNA
- Gather all the relevant information
- Give all parties the opportunity to respond
- Consider the information objectively
- Determine an appropriate outcome
- Advise the parties of the outcome

The club aims to resolve complaints within 20 days where possible. The club may refer complaints to Netball Victoria where they involve; Serious misconduct or issues beyond the authority of the club committee and/or Upper Yarra Netball Association.

Our club will immediately report matters involving child abuse or immediate risk of harm to the appropriate authorities as required by law.

Possible outcomes may include:

- Informal resolution
- Facilitated discussion
- Mediation
- Education or training
- Written warning
- Behaviour agreement
- Suspension from trainings and matches
- Removal from a volunteer or committee role
- Referral to Upper Yarra Netball Association or Netball Victoria

Yarra Junction Junior Netball Club has zero tolerance for child abuse. The safety and wellbeing of children is the Club's highest priority.

Complaints should not be aired through social media. Member's are expected to follow the clubs Code of Conduct and Social Media Policy when raising concerns. Posting abusive, defamatory or offensive comments online may result in disciplinary action.

Our club will maintain confidential records of formal complaints, investigations and outcomes in accordance with privacy legislation.

If a member believes the process was not conducted fairly, they may request a review by the committee within 14 days of receiving the outcome.

This policy will be reviewed every 2 years or sooner if required by changes to legislation or Netball Victoria policies.