



COMPLAINTS AND DISCIPLINARY POLICY

It is the policy of Wakefield Wildcats Netball to take seriously all complaints received from members of the club.

1.2 All complaints will be followed up by an investigation. Where the complainant does not wish to provide their contact details, the complaint will still be processed, and an investigation will take place where enough evidence is available to substantiate the complaint.

1.3 Wakefield Wildcats Netball is committed to providing a high standard and continually strives to meet public expectations. From time to time things can go wrong or are perceived by others to have gone wrong. When this happens, we will:

- Treat the complaint and the complainant with respect and dignity and deal with them fairly and sympathetically
- Deal with the complaint swiftly, thoroughly, impartially and confidentially
- Adopt a positive approach by using the complaint as an opportunity to take actions to improve the service we provide
- Provide an effective response and ensure, where appropriate, the cause of the complaint is addressed.

1.4 Any member or volunteer may receive a comment or a compliment. Wakefield Wildcats Netball welcomes this type of feedback. Any comments or compliments should be forwarded on to the Diane Guy, Club Chair (diane@guyshopfittersltd.co.uk). It is the responsibility of designated committee members in conjunction with the Club Chair to decide if a comment or compliment requires any further action. This may include a written response and informing the member or volunteer who it concerns.

1.5 All volunteers and members of Wakefield Wildcats Netball have an England Netball membership. England Netball is a membership organisation which works with autonomous Regional Management Boards and County Netball Associations. As members, each of these bodies are encouraged to adopt and abide by England Netball policies and regulations. However, each of the autonomous bodies as well as clubs, leagues are accountable for their own affairs and in some cases a separate complaints and feedback policy may be used, but the same principles in this policy statement apply.

Signed Diane Guy Dated 1.9.2020

Signed S. Ballance Dated 1.9.2020