



## COMPLAINTS PROCEDURE

### North Perth Dynamites Formal Complaints Procedure

**Last reviewed on:** 5 May 2026 **Reviewed by:** President

**Next review date:** 5 May 2027 **Approved by:** Committee 5/5/26

#### 1. Purpose

This policy outlines the North Perth Dynamites Netball Club's process for managing complaints during netball competitions, in alignment with the PNA Competition Handbook and Code of Conduct requirements.

#### 2. Scope

This policy applies to all North Perth Dynamites teams, coaches, team managers, coordinators, committee members, players, and associated parents/spectators.

#### 3. Key Principles

- All complaints must adhere to the PNA Code of Behaviour which applies to players, coaches and spectators.
- Complaints must be specific in their nature.
- A cooling-off period applies to complaints (complaints can't be submitted to PNA until 9:00am Monday following the incident).

#### 4. When to use the complaints card.

- Complaint Cards can be utilised while a game is in progress and where additional support may be required from the PNA Match Office.
- PNA Executive Members and PNA Call to Court umpires will be available at all timeslots to provide support if required when a complaint card is provided.

#### 5. Roles and Responsibilities

##### 5.1 Team Managers/Coaches

- Primary point of contact for team-related complaints
- Responsible for following the complaint procedure
- Coaches should remain with their team during games and cannot submit the complaint card.

##### 5.2 Year Coordinators

Oversee complaint processes for their respective age groups:

- Net Set Go Coordinator
- Coordinator 5-6
- Coordinator 7-8
- Coordinator 9-12

##### 5.3 North Perth Dynamites Committee

- Provide oversight of the complaints process
- Monitor complaint card usage
- Support Team Managers and Coordinators when required
- The President must be informed of all formal complaints





## 6. Complaint Card Management Procedure

### 6.1 Storage

- The North Perth Dynamites complaint card must be stored in the North Perth Dynamites cage at all times when not in use. There are three different coloured cards depending on the competition day:
  - Thursday – Yellow
  - Friday – Green
  - Saturday - Orange
- **The card must be returned to the cage immediately after a complaint has been lodged .**

### 6.2 Card Authorisation and Tracking Process

#### 1. Identification of Issue

- Team Manager or Coach identifies an issue during a game requiring complaint and support from the PNA Office or a Call to Court PNA Umpire. The card can be shown at the match office by Team Manager (or delegate), Year Coordinators. Presentation of the card will be considered as verification by PNA of the Club Contact approving the concern.

#### 2. Card Request

- Only Team Managers (or delegate), Coaches or Year Coordinators are authorised to utilise the complaint card.
- The appropriate coloured complaint card needs to be used:
  - Thursday – Yellow
  - Friday – Green
  - Saturday - Orange
- **The Coach should not leave the court during a game;** Team Manager or the Year Coordinator should handle the complaint process. If the Team Manager is undertaking game duties then they may delegate the complaint handling to a parent.

#### 3. Card Sign-Out Procedure

- Team Manager, Year Coordinator or another delegate is to access the complaint card from the North Perth Dynamites cage (see image below)
- Sign out the card on the Complaint Card Register (stored with the card)
- Take the Complaint card to office immediately and express concern
- Immediately notify the designated WhatsApp group (**Dynamites Complaints**) that the card has been taken

#### 4. Lodging the Complaint

- Present the card to the PNA office with the specific complaint
- Ensure the complaint is specific and detailed. Examples may include:
  - "We are concerned the GD rough play is likely to cause player injury"*
  - "A parent at the court is verbally abusing opposition players in a way that it is affecting their game"*

#### 5. WhatsApp Notification (Mandatory)

Post a message to the " **Dynamites Complaints** " WhatsApp group including:

- Team name
- Court number
- Brief description of issue
- Estimated return time

**Year Competition coordinator to share with the Committee Whatsapp.**

#### 6. Card Return

- Return the complaint card to the Dynamites cage immediately after lodging the complaint
- Sign the card back in on the register
- Notify the WhatsApp group that the card has been returned





## 7. Notification to President

- The Club President must be notified of the complaint as soon as practicable
- Forward any documentation or information regarding the complaint to the President

## 7. Multiple Complaints Management

In situations where multiple complaints may occur across the club's teams:

### 7.1 Priority System

- The WhatsApp group will serve as a "virtual queue" for the complaint card
- Teams must check the WhatsApp group before retrieving the card
- If the card is in use, the next team requiring it must post their need in the group

### 7.2 Handover Process

- If a team is waiting for the card, a direct handover can be arranged
- The first team must sign the card out and back in
- The second team must also complete the sign-out/sign-in process

### 7.3 Urgent Situations

- In cases of serious incidents (safety concerns, severe breaches of conduct):
  - Notify a Committee member immediately
  - The Committee member may prioritise complaint card access

## 8. Follow-Up Process

### 8.1 Post-Game Complaint Reporting

- Team Manager to provide a brief written summary of the complaint to the relevant Year Coordinator
- Year Coordinator to confirm with team manager and coach if a **formal written complaint** needs to be lodged. If so, Year Coordinator with assistance from TM/Complainant/Coach will need to prepare relevant information for submission by deadline.
  - Year Coordinator/TM will need to liaise with the complainant and any witnesses to gather information that will be included in the online form. The more information, the better.
  - All contact information
  - A minimum of ONE witness statement must be provided with the lodgement of the complaint (up to four witness statements can be submitted).
  - Include relevant information such as team names, individuals involved, and nature of the complaint
  - Complete any required PNA documentation
  - Supporting documentation can be uploaded.
  - Year Coordinator to inform the President and Committee of complaint ready to be lodged.
  - President to lodge written complaint.

### 8.2 Assessment Process

After a complaint is lodged, the Club will:

- Provide an assessment including:
  - Clear statement of allegation(s)
  - Summary of evidence from statements
  - Analysis of the situation
  - Recommendation for resolution or action.

### 8.3 Record Keeping

- A complaints register will be maintained by the Club Secretary
- All formal complaints will be documented with outcomes and resolutions
- Records will be kept confidential and secure.



## POLICY BREACHES

North Perth Dynamites Netball Club will take all breaches of the policy seriously and will ensure they are dealt with promptly, sensitively and confidentially. Disciplinary action may be taken against a person who is found in breach of this policy, in accordance with the North Perth Dynamites Netball Club Complaints management procedure.

## LOCATION OF COMPLAINT CARD:





## Complaint Card – On-the-Day Quick Reference (Team Managers)

### When to Use Complaint Card

- During a game when **immediate support from PNA** is required
- Safety concerns, serious conduct issues, or behaviour affecting the game
- Complaints must be **specific and factual**

⚠ Coaches **should remain with the team** and not lodge the complaint card – the Team Manger or delegate to lodge.

## STEP-BY-STEP PROCESS

### 1. Identify the Issue

- Confirm the issue requires PNA intervention
- Gather clear facts (what, who, where)
- Remain calm and professional

### 2. Check Card Availability

- Check **Dynamites Complaints WhatsApp group**
- If card is in use, post your request and wait for handover if needed

### 3. Retrieve & Sign Out the Card

- Get the card from the **Dynamites cage**
- Use the correct colour:
  - **Thursday – Yellow**
  - **Friday – Green**
  - **Saturday – Orange**
- **Sign the card out** on the register
- Post to WhatsApp that the card has been taken

### 4. Lodge the Complaint

- Go **directly to the PNA Match Office**
- Present the card
- Clearly explain the concern (specific and concise)

### Examples:

- “Opposition GD rough play places players at risk of injury.”
- “Spectator verbally abusing players and impacting the game.”



## 5. Mandatory WhatsApp Update

Post in **Dynamites Complaints WhatsApp group**:

- Team name
- Court number
- Brief issue description
- Estimated return time

*(Year Coordinator will advise Committee)*

## 6. Return & Sign In Card

- Return card **immediately** after lodging
- **Sign the card back in**
- Notify WhatsApp that the card has been returned

## 7. Notify the President

- Inform the **Club President** as soon as practicable
- Forward any details or documents

## 8. Post-Game Follow-Up

- Send a brief written summary to your **Year Coordinator**
- Assist with witness details if a formal complaint is required
- Minimum **one witness statement** needed for formal submission

## IMPORTANT REMINDERS

- ✓ Cooling-off period applies – **formal PNA complaints lodged after 9:00am Monday**
- ✓ Be factual, specific, and professional
- ✓ Safety or serious incidents → **contact a Committee member immediately**
- ✓ WhatsApp group operates as the **card priority queue**