

Member Concern Process

Last reviewed on: 27 July 2026 **Reviewed by:** Net Set Go Coordinator

Next review date: 30 November 2027 **Approved by:** Committee 27 July 2026

Purpose

North Perth Dynamites Netball Club Inc is committed to providing a safe, welcoming and inclusive environment where players, families and volunteers are treated with respect. We welcome feedback and encourage members to raise concerns early so they can be addressed fairly, constructively and in a timely manner. Most issues are best resolved by speaking with the person or club representative who is best placed to help.

Who should I contact?

Your child's training, development or game day experience	Coach, Competition Coordinator
Team communication, attendance, availability or general team administration during the season	Team Manager
Player behaviour, conflict between players or team dynamics	Coach or Competition Coordinator
Registrations, team formation or club administration	Competition Coordinator
Uniforms	Uniform Coordinator
Umpiring	Umpire Coordinator
Fees and refunds	Treasurer, Competition Coordinator
Committee decisions or matters that cannot be resolved with a Coordinator	President
Accidents, near misses and injuries	Coach, Competition Coordinator
Child safety, bullying, harassment, discrimination or other serious conduct concerns	President or Competition Coordinator if preferred

Please note that Coaches and Competition Coordinators are supported by a positive behaviours framework, which provides guidance for managing player behaviour, team dynamics and minor conflict in a consistent and constructive way.

If you're unsure who to contact, please reach out to the Club President, who will help direct your enquiry to the appropriate person. If a matter cannot be resolved through the appropriate club representative, it may be referred to the Club President and, where appropriate, the Committee for consideration.

The committee will listen to all relevant parties and seek to resolve matters fairly, respectfully and, where possible, confidentially.

This process does not apply to:

- Match day or competition-related complaints (refer to the Complaints Policy).
- Selection or grading decisions where the club's published process has been followed, unless there is evidence that the process has not been applied fairly.