

## ENGLAND NETBALL

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|  | <b>Complaints and Feedback Policy</b> |  |
|   | <b>Responsible Officer</b>            | Compliance Manager   |
|   | <b>Group Owner</b>                    | Executive Team   |
|   | <b>Date Created / Modified</b>        | May 2020   |
|   | <b>Version</b>                        | 1.2  |
|   | <b>Review Date</b>                    | May 2022   |
|   | <b>Applicable for</b>                 | This policy is mandatory. Members of the public and service users who want to complain, comment, provide a compliment or provide feedback.   |
|   | <b>Summary</b>                        | This policy provides information on England Netball's Complaints and Feedback Policy. It explains the organisations aims and objectives and outlines how it is intended to achieve them. |

### Version Control:

| Person Responsible | Version and summary of changes   | Date     |
|--------------------|--|----------|
| Compliance officer | Inclusion of Appeal, can I keep complaining and potential outcomes of a complaint text<br>Updated FAQs | May 2020 |
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## DEFINITION

- 1.1 This policy is intended to contribute to the effective and efficient operation of England Netball, by providing a means of receiving comments and complaints from service users.
- 1.2 Comments and complaints include suggestions and compliments.
- 1.3 A compliment is a positive remark about a service or an individual.
- 1.4 A comment or feedback is a suggestion or observation regarding services provided or a gap in service.
- 1.5 A complaint is an expression of dissatisfaction about the actions, decisions or apparent failings in the service provided.

## DEFINITION

- 2.1 It is the policy of England Netball to take seriously all complaints received from members of the public and service users.
- 2.2 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.
- 2.3 England 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.
- 2.4 Any member of staff or volunteer may receive a comment or a compliment. England Netball welcomes this type of feedback. Any comments or compliments should be forwarded on to the Compliance Manager at England Netball Head Office. It is the responsibility of designated managers in conjunction with the Compliance Manager to decide if a comment or compliment requires any further action. This may include a written response and informing the volunteer or staff member who it concerns.
- 2.5 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.

## GENERAL PRINCIPLES

- 3.1 Provide a consistent approach when dealing with comments and complaints throughout England Netball.
- 3.2 Provide a system whereby comments and complaints can be dealt with promptly, fairly, politely and with understanding in all aspects of the service provision.
- 3.3 Provide a confidential system that service users, volunteers and staff have confidence in.
- 3.4 Provide a standard, auditable and traceable process for the organisation and users.
- 3.5 Encourage England Netball volunteers and staff to have a positive attitude towards comments, compliments and complaints received from service users or the public
- 3.6 Provide a means of collecting comments or complaints about England Netball, so that improvements can be made and where possible information regarding comments and complaints is published for the public to see.
- 3.7 Complaints are dealt with by regions and co-ordinated through England Netball Head Office for logging and collation of documentation. Each complaint or comment will be allocated a unique reference number and records maintained in accordance with data protection laws.
- 3.8 England Netball volunteers and staff are representing the organisation during their day to day work and every act will reflect upon the organisation good or bad.
- 3.9 Every staff member or volunteer should be prepared to receive comments or complaints regarding the level of service England Netball is providing. The initial contact is important and will set the tone for how the service user feels they have been treated by the organisation.
- 3.10 For more information on dealing with feedback, complaints or comments please see section 5 of this policy note – dealing with complaints and comments.

## HOW TO COMPLAIN

- 4.1 The organisation deals with all users in a fair and equitable manner. A wide variety of methods for making a comment or a complaint are available to people.
- 4.2 By writing a letter to England Netball Head Office or to the Compliance Manager listed on the England Netball website
- 4.3 By sending an email to the Compliance Manager at [complaints@englandnetball.co.uk](mailto:complaints@englandnetball.co.uk)

- 4.4 By asking an England Netball member of staff or volunteer to write your complaint down and forward it to the Compliance Manager at Head Office.
- 4.5 By using the complaints and feedback form which is attached to this policy or available on the website
- 4.6 It is important for England Netball volunteers and staff to recognise the variety of contact methods available, as each person's abilities and needs vary.
- 4.7 The person first contacted by the service user with a comment or complaint is responsible for ensuring the matter is brought to the attention of a Manager or the Regional Secretary, who will then follow the procedure outlined in this policy note.
- 4.8 Unacceptable actions/aggressive behaviour- whilst fully supporting the right to complain, we expect our staff and volunteers to be treated courteously at all times. Violent or abusive language or behaviour towards them is unacceptable. Where there is a threat or use of physical violence or verbal abuse towards our staff or volunteers, all direct contact with the complainant will cease and the behaviour may be reported to the police.

## DEALING WITH COMPLAINT AND COMMENTS

### COMMENTS AND COMPLIMENTS

- 5.1 Any member of staff or volunteer may receive a comment or a compliment. These should be forwarded on to the Compliance Manager at England Netball Head Office to be filed appropriately.
- 5.2 It is the responsibility of designated managers in conjunction with the Compliance Manager to decide if a comment requires any further action. This may include a written response and informing the volunteer or staff member who it concerns.
- 5.3 The response can be actioned with support from the Compliance Manager at England Netball Head Office.

### COMPLAINTS

#### 5.4 **Stage 1- Local Resolution**

Most comments and complaints can be dealt with and resolved quickly at the initial point of contact informally. The main principle is to seek early resolution, resolving complaints at the earliest opportunity and as close to the point of service delivery as possible. Any England Netball member of staff or volunteer can deal with a complaint at this stage.

#### 5.5 **Stage 2- Complaint investigated by nominated manager**

Where it has not been possible to achieve resolution under stage 1 or the complaint is more complex and requires detailed investigation, the complaint will be handled under stage 2 of the process. A stage 2 investigation aims to establish all the facts relevant to the points made in the complaint and to give the complainant a full, objective proportionate response.

- 5.6 Where a complaint is made under stage 2, a complaint form should be completed and sent to the Compliance Manager at England Netball by post or email. A complaint form is attached in appendix A.
- 5.7 A Manager from England Netball will be nominated to deal with the complaint and investigation.
- 5.8 The following timescales apply under stage 2 of the complaint procedure: -
- A formal acknowledgement of the complaint will be sent within 5 working days.
  - A full reply will be provided after an investigation within 20 working days.
  - If a full response cannot be provided within the time set out above due to a more complex investigation, an update will be provided with an expected completion date.
- 5.9 **Stage 3 (appeal)- Complaint and investigation reviewed by member of the Executive Team or a Board Member.**
- 5.10 If the complainant is dissatisfied with the response given under stage 2, they can appeal and request a review of the complaint and investigation by a senior member of England Netball management team
- 5.11 Appeals must be submitted in writing to the Company Secretary, [Company.Secretary@englandnetball.co.uk](mailto:Company.Secretary@englandnetball.co.uk), detailing why you are unhappy with the outcome or conduct of the complaint, together with an administrative charge of £100, details of how to make payment on request when submitting appeal. The Company Secretary will either deal with the Appeal in line with stage 3 below or appoint another person if they have dealt with the complaint previously. The person conducting the Appeal will write to you with their Decision.
- 5.12 Stage 3 of the complaints procedure involves a member of the Executive Team or Board conducting a review of the stage 2 investigation and the response provided. The following timescales apply under stage 3 of the complaints procedure: -
- A formal acknowledgement of the appeal and review under stage 3 will be sent within 5 working days.
  - A response will be provided after the review has been completed within 20 working days.
  - If a full response cannot be provided within the time set out above due to a more complex review, an update will be provided with an expected completion date of the appeal and review under stage 3.
- 5.13 Your administration fee may be reimbursed at the discretion of the person conducting the Appeal. There is no further right of Appeal.
- 5.14 Where a complainant has exhausted the complaints procedure and continues to dispute the outcome of their complaint, they will be advised that no further discussion will take place on this issue.

### 5.15 Can I keep complaining?

You may not be happy with the outcome of your complaint or any Appeal you have made, but provided the proper process has been followed, we are unable to take any further action.

Repeat complaints about the same issue will not alter this and at times complaints can become vexatious and/or persistent, causing undue stress for staff and volunteers and resulting in a disproportionate use of England Netball's resources. In dealing with such situations the Company Secretary will ensure the Complaints Procedure has been correctly implemented and that no material element of the complaint has been overlooked or inadequately addressed.

Where a wider complaint is deemed to be vexatious, persistent, is considered to have no basis or genuine substance, England Netball reserves the right not to investigate.

In this situation, England Netball will notify the complainant within 21 working days. In extreme cases of vexatious and/or persistent complaints England Netball may take Disciplinary Action against members and connected participants.

### 5.16 Potential outcomes of a complaint

If your complaint is upheld, you will be responded to with:

- An apology;
- A proposed remedy;
- An indication of what service improvement will be made, or
- Progression to a Disciplinary Charge if the investigation discloses a breach of England Netball's Codes of Conduct or the Disciplinary Regulations.

## ROLES AND RESPONSIBILITIES

| ROLE                  | RESPONSIBILITY   |
|-----------------------|--|
| Complainant           | Person or organisation who lodges the complaint.   |
| Receiving person      | Person (member of staff or volunteer) who initially received the complaint and is responsible for notifying their Line Manager or the Compliance Manager at England Netball.   |
| Investigating Officer | The nominated Manager who is responsible for investigating the complaint under stage 2 of the Complaints and Feedback Policy Note. The Investigating Officer is responsible for responding to the complainant and for the correct storage, data recording and confidentiality. |
| Reviewing Officer     | Either an Executive Officer or a Board Member from England Netball who is responsible for stage 3 of the complaints and feedback procedure. This responsibility includes reviewing the investigation and response already provided under stage 2 of the procedure.             |



Compliance  
Manager

Employed by England Netball and is responsible for monitoring, collecting data on comments and complaints received. The responsibility also includes logging, identifying and supporting Managers who are tasked with dealing with complaints under the policy note.

## TRAINING FOR STAFF, VOLUNTEERS AND BOARD MEMBERS

- 7.1 For most staff and volunteers, training will include familiarisation and understanding of the Complaints and Feedback Policy Note. Where further training is required to effectively deal with comments and complaints, this can be provided by their Line Managers through organised training events regionally.
- 7.2 Line Managers or volunteers who will be responsible for conducting stage 2 investigations or who regularly interact with members of the public in their role, will require additional training. Appropriate training will be identified and provided by England Netball.

## COLLATING DATA FROM COMMENTS AND COMPLAINTS

- 8.1 England Netball keeps records of comments received and complaints made regarding the service provided.
- 8.2 Upon conclusion of a complaint, Managers must forward to the Compliance Manager all paperwork used and received during the complaint and any subsequent investigation. This information will be stored confidentially in accordance with Data Protection Laws, and the England Netball privacy policy for the use of statistics and reports to the Executive Team and Board Members in their remit of ensuring good governance in England Netball.

## AUDIT AND REVIEW

- 9.1 The policy is designed to allow the use of feedback from our service users with the aim of improving the service we deliver.
- 9.2 The Compliance Manager will review the information gathered from feedback received and complaints and will consider whether our services could be improved.
- 9.3 This policy note will be reviewed within a specified period as deemed appropriate by the policy owner, but no longer than 2 years or when external influences occur such as legislation.
- 9.4 Specific audits may be undertaken of any part of the process, at the discretion of an England Netball Executive Officer.

## RELATED DOCUMENTS

- 10.1 Complaints and feedback form (Appendix A)
- 10.2 Complaints flow chart (Appendix B)

### FAQs

The questions and answers below should assist you in making a complaint and ensure the process is understood.

#### **Q. Can I talk my grievance through with someone and resolve it informally instead of making a formal complaint?**

A. Yes, grievances can often be sorted out on an informal basis, which is often quicker and less onerous. Don't be afraid to speak to a relevant member of staff or volunteer to see if they might be able to resolve the misunderstanding. You can telephone your Regional Office and ask to talk to a member of staff who will be able to advise you, or put you in touch with someone who can help.

Alternatively, you can email [complaints@englandnetball.co.uk](mailto:complaints@englandnetball.co.uk).

#### **Q. How do I make a complaint about the behaviour of a member of England Netball?**

A. If your complaint is about the actions or behaviour of a person who is participating or volunteering in netball (including Non-Executive Directors of England Netball, Members of the Regional Management Board and County Associations and their technical/sub groups, or Competition Official) then please refer to England Netball's [Codes of Conduct and Disciplinary Regulations](#).

#### **Q. How do I make a complaint about an element of practice or delivery, a policy, decision or service?**

A. If you would like to submit a complaint to England Netball, you can put it in writing using the Complaint Form, and sent it to:

The Compliance Manager, England Netball SportPark 3 Oakwood Drive Loughborough Leicestershire LE11 3QF

Or email it to: [complaints@englandnetball.co.uk](mailto:complaints@englandnetball.co.uk).

We will strive to acknowledge your complaint within three working days. If further investigation is required, we aim to send a comprehensive response within a maximum of 21 working days.

#### **Q. Can I make my complaint anonymously?**

A. We would encourage everyone to identify themselves when they put in their complaint but understand that sometimes there are valid reasons for not wanting to put your name to an issue. In order to ensure that serious issues of concern are raised and addressed, we have



a [Whistleblowing Policy](#) which allows all participants to raise issues without fear of any victimisation or reprisal.

We would also encourage you to raise such issues internally, through a complaint to the Compliance Manager: [complaints@englandnetball.co.uk](mailto:complaints@englandnetball.co.uk), but recognise the importance of being able to take concerns to an outside body. We have identified the usual agencies which have a responsibility to consider allegations of serious misconduct, for example Health and Safety issues or financial mismanagement.

### **Q. What will happen to my complaint?**

A. If your complaint is informal, you will receive an acknowledgement in writing within three working days, with a summary of what the complaint is understood to be. You will also be told how the matter will be progressed and who is responsible for investigating the matter. Wherever possible, complaints will be investigated and a proposed resolution made within a maximum of 21 working days.

### **Q. Who will deal with my complaint?**

A. Working with partners means England Netball may not be the right people to look at your complaint. Local netball delivery is usually through County Netball Associations, Regional Management Boards, or local leagues and they are responsible for the services they deliver.

If your complaint is about a local netball issue, it will be forwarded to the appropriate Management Committee. You will be informed that this has been done and provided with the local contact details of the individuals dealing with your complaint.

If the investigation discloses potential breach of the Disciplinary Regulations this will be referred to the Appropriate Authority and you will be advised of this.

Within England Netball, your complaint will be dealt with by the person responsible for the area of operation to which the complaint relates. If your complaint is related to the behaviours of a member of staff it may be forwarded to the HR & People Development Manager to ensure that appropriate disciplinary procedures are applied. The Company Secretary will oversee the handling of the complaint and ensure that the processes and timeframes are appropriate.

At the conclusion of the matter, the person handling your complaint will make a record of it, how it was dealt with and the resolution before sending it to the Compliance Manager for a record to be kept in accordance with our Data Protection Policy.

### **Q. Do I have a right to Appeal if I am not happy with the result of my complaint?**

A. Yes, you do have a right to appeal.

Appeals must be submitted in writing to the Company Secretary, [Company.Secretary@englandnetball.co.uk](mailto:Company.Secretary@englandnetball.co.uk), detailing why you are unhappy with the outcome or conduct of the complaint, together with an administrative charge of £100, details of how to make payment on request when submitting appeal. The Company Secretary will either deal

with the Appeal or appoint another person if they have dealt with the complaint previously. The person conducting the Appeal will write to you with their Decision.

Your administration fee may be reimbursed at the discretion of the person conducting the Appeal. There is no further right of Appeal.

# Appendix A

## COMPLAINT OR FEEDBACK FORM

If you have a complaint or feedback regarding England Netball policies, practice, decisions or service please complete this form and return it to the Compliance Manager at England Netball, SportPark, 3 Oakwood Drive, Loughborough LE11 3QF. It can also be emailed to [complaints@englandnetball.co.uk](mailto:complaints@englandnetball.co.uk)

If your complaint or feedback relates to a local netball provider, please refer to them in the first instance as England Netball has no jurisdiction over them. If you require further guidance please contact the England Netball Compliance Manager at the above address for further advice.

All personal information will be held fairly, lawfully and securely in accordance with data protection laws and the England Netball privacy policy.

## ENGLAND NETBALL

|  |  |               |       |
|--|--|---------------|-------|
| Name   |  |               |       |
| Address  |  |               |       |
|  |  |               |       |
| Post Code  |  | Email Address |       |
|  |  | Tel or Mobile |       |
| Please give details of your complaint or feedback              |  |               |       |
|  |  |               |       |
| What actions if any have been taken to resolve your complaint? |  |               |       |
|  |  |               |       |
| How do you prefer to be contacted?                             |  |               |       |
| Writing  |  | Phone         | Email |

## Appendix B Complaints Procedure Flowchart

