Child Safety in Netball Complaints Procedure Flow Chart

Involving Child Abuse & Sexual Misconduct or Serious Criminal Conduct

The steps below should be taken to resolve a Complaint when a Member, Participant or Person in a Position of Responsibility and Authority has concerns about a breach of the Child Safety in Netball Policy involving Child Abuse and Sexual Misconduct or Serious Criminal Conduct (Case 1 Complaint).

Comprehensive guidelines for each step can be found in the Child Safety in Netball Policy 3.12 page 17 – 27

Reporting Complaint

- **Step 1** -Complainant tells a person in a Position of Responsibility and Authority from the relevant Affiliate about their complaint.
- **Step 2** - Person in a Position of Responsibility and Authority talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person
- **Step 3** - Senior Person documents Complaint. If the complaint in not already reported to Police and or external agency Senior person reports complaint
- **Step 4** - Senior Person reports complaint to NV's Affiliate Services Team
- **Step 5** - NV Reports to relevant external authority as appropriate

Call 000 If a Child is In Immediate Danger

Investigation Complaint

- **Step 6** - NV determines whether Affiliate or NV appropriate to resolve complaint. Provisional Action taken if required.
- **Step 7** - Affiliate (or NV if NV considers appropriate) conducts internal investigation of complaint unless otherwise requested by external agency.
- **Step 8** - Provisional Action Taken (if required and not already taken).

Determining Complaint

- **Step 9** - Involved organisation evaluates nexts and determines whether to:
  - (a) make decision and impose desciplinary measures;
  - (b) Refer Complaint to Independent Investigation; or
  - (c) Refer Complaint to Hearing Tribunal
- **Step 10** - Decision made and disciplinary measures(if required) imposed as a result of the process choosen in Step 9
- **Step 11** - Record of complaint finalised. NV and other involved Organisation notified of outcome of complaint. Complaint Closed