



## MANNINGHAM NETBALL SATURDAY COMPETITION INCIDENT/GRIEVANCE FORM AND PROCESS

### Goal:

- To establish a recognized pathway for communications between Umpires, Member-Clubs and the Manningham Netball Committee of Management to document and help resolve match day incidents and grievances.
- Forms to be logged within the Manningham Netball archives for reference for current incidents and future incidents.

### Process:

- Form is to be completed and lodged by email to the Manningham Netball Secretary, [secretary@manninghamnetball.com.au](mailto:secretary@manninghamnetball.com.au) by the end of business the Wednesday after the round of incident.
- Form is to be completed by the Member-Club of the Association on behalf of the party/parties to the grievance of that Club, NOT the parent/coach/spectator.
  - Where possible, Association Clubs are to endeavor to resolve incidents within their own Constitution and By Laws.
  - If deemed necessary, complainant is to advise their Member-Club of the grievance and a form is to be completed by the President/Secretary of that Club and forwarded to the Secretary of the Association.
- Umpires with a reportable incident/grievance should discuss the matter with the Manningham Netball Umpire Co-Ordinator, who will lodge the form on their behalf. Manningham Netball Umpires will also have their own separate logbook for incidents.
- Once the form has been received by the Secretary, it will be acknowledged and the complainant Club will be advised of the Manningham Netball committee member or appointed officer (the "Investigating Officer") in charge of the investigation.
- To ensure there is no conflict of interest, the Investigating Officer will not investigate complaints surrounding their own Club or participation of the said club.
- The Club that is the named in the incident/grievance report will be given a copy of the claim and allowed four (4) days to investigate and report back to the Investigating Officer with their response.
- During the four-day resolution time frame the Investigating Officer assigned to the case will speak with both parties to form a conclusion and resolution. These communications shall be recorded and documented for the case file. If a resolution cannot be reached between parties involved the case will be addressed by the Investigating Officer at the next possible meeting or as soon as practicable based on the severity of the case.

## INCIDENT/GRIEVANCE FORM

Club submitting incident/ grievance	
Club contact name for all communication	
Position of Club contact (President, Secretary)	
Contact Email	
Contact Mobile No.	

<b>INCIDENT/GRIEVANCE DETAILS:</b>	
Round No.	
Date	
Teams involved	
Age Group / Section	
Court No.	
Match Time	
Details (please attach further pages as required)	

**PRINT**

**OR**

**SUBMIT**