



Palmers Green Netball Club

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Palmers Green Netball Club Complaints Policy

Palmers Green Netball Club is committed to providing a Best Possible Participant Experience. We hope that most problems, concerns or areas of dissatisfaction can be resolved informally at the time they occur. However, should that not be possible or appropriate, we take complaints about our policies, decisions and service provision seriously, and are committed to investigating all valid complaints, with a view to establishing what went wrong and whether there are service improvements or lessons to be learnt to ensure we are 'the best we can be'.

Q&A

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

Q. Can I talk through 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 committee member or coach to see if they might be able to resolve the misunderstanding. You can find all our contact details on the website
No investigation or Disciplinary Action will be taken as the result of an informal complaint.

Q. How do I make a formal complaint about the behaviour of a member of Palmers Green Netball Club ?

A. If your complaint is about the actions or behaviour of a person who is participating or volunteering in netball (including Players, Parents, Coaches, Committee members or other Volunteers) then we would ask you to submit the details of your complaint in writing to the Club secretary at secretary@pgnc.co.uk .

We will strive to acknowledge your complaint within 3 working days with a summary of what the complaint is understood to be. Complaints will be investigated by the current management committee and chaired by the Club Chairperson. We will aim to respond in a comprehensive manner within 21 working days

Q. What are the potential outcomes of my complaint?

A. If your complaint is upheld, you will be responded to with either;

- 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 Codes of Conduct.



Palmers Green Netball Club Established 1959
Attained Silver CAPS/ Clubmark Award 2005

Affiliated to England Netball, Middlesex and Hertfordshire County Netball Associations, and London and the South East Region



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 Club Secretary, detailing why you are unhappy with the outcome or conduct of the complaint. The Club 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.

There is no further right of Appeal.