

Blaze Netball Club Behaviour, Commitment and Complaints Policy

Behaviour Policy

All members and their parents/guardians (for U18's) have signed the Codes of Conduct within the Blaze yearly membership pack which outlines how they are expected to conduct themselves both on and off the netball court.

When applying the following stages to any investigation following a breach of this policy, the committee will form a panel of three members who will consider any contributing factors to behaviour that falls below expectations.

Depending on the severity of the offence or breach of Codes of Conduct, the panel reserves the right to enter the sanctions at any stage. Anybody deemed to have breached will be subject to the consequences outlined below, be that player, parent or guardian.

The following acts are an example of what could constitute as a breach of the behaviour policy.

- Breach of the Codes of Conduct
- Failed to comply with a Committee/Club/League decision
- Failure to report misconduct
- Improper conduct in a disciplinary or investigative procedure
- Failure in ensuring Players/Spectators and/or Club Officials conducted themselves in an orderly fashion
- Misconduct relating to the abuse of a position of trust or authority
- Offence against an Umpire/Member/Connected Participant
- Discrimination on Grounds of origin/colour/race/nationality/religion/sex/sexual orientation/disability or contrary to Equality Act 2010
- Offences of Bribery and Betting

Members understand that Blaze Netball Club may have to contact England Netball in relation to any of the above concerns and seek advice from their regional or national board.

If this misconduct involves an individual child or young person (under the age of 18) or an adult at risk, the issue will be referred to England Netball Safeguarding.

Stages of Consequence

Stage One: Informal Warning

Stage Two: Official Warning

Stage Three: Suspension of All Activity at Blaze Netball Club for 2 weeks

Stage Four: Suspension of All Activity at Blaze Netball Club for 1 term

Stage Five: Suspension of All Activity/Membership at Blaze Netball Club for 12 months

Stage Six: Suspension of Membership at Blaze Netball Club

It is Blaze Netball Club's intent to proceed and launch any investigation needed within 10 working days and an outcome to be available within 25 working days.

Commitment Policy

All members have signed the Commitment agreement within the Blaze yearly membership pack which outlines they should attempt to attend ALL training and matches at Blaze where possible. It also clearly states members are expected to attend a minimum of 50% of training sessions. Part of this commitment agreement is ensuring that all monies due to Blaze are paid on time. If any circumstances prevent this from being fulfilled, please contact the Lead Coach for your age group.

When applying the following stages, the committee will consider any contributing factors to non-attendance.

Stage One: Informal Warning

- Attendance at training is 50% or less across eight weeks.
- Members repeatedly do not reply to Heja more than 72 hours before the activity.
- Members change their availability on Heja without any reasonable, timely (<48 hours) and direct communication with a coach and/or committee member.
- Non-attendance to Match/Training after replying 'Going'.
- Lateness to match meet time without mitigating circumstance.
- Persistent lateness to training without mitigating circumstance.
- Payment 2 weeks late without valid reason or communication.

Players will be given a caution that if this continues, they will advance to Stage Two. Players will be advised they are required to increase their attendance and may be subject to a period of monitoring.

Stage Two: Official Warning

- Attendance at training is 50% or less across twelve weeks.
- Members repeat any of the Stage One conditions after Informal Warning.

Players will be given an official caution that if this continues, they will advance to Stage Three. Players will be advised they are required to increase their attendance and may be subject to a period of monitoring.

Stage Three: Suspension of Membership at Blaze Netball Club for 12 months

- Attendance at training is 50% or less across six months.
- Members repeat any of the Stage Two conditions after Official Warning.

Players will be asked to leave Blaze for 12 months. If players want to return to Blaze after Stage Three, they will initially be on a monthly review for the first three terms, in relation to the points under Stage One.

Complaints Procedure

Blaze Netball Club deals with all members and associates in a fair and equitable manner. The method for making a complaint requires for the following form to be completed:

<https://forms.gle/kHTfgFdGe6xYPbKk9>.

The person first contacted by the Complainant is responsible for ensuring the Complainant is made fully aware of the Complaints Procedure and bring the matter to the attention of Kate Day (Committee Member), who will then follow the procedure outlined in this policy note.

Whilst fully supporting the right to complain, we expect our volunteers to be always treated courteously. 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 volunteers, all direct contact with the Complainant will cease and the behaviour will be reported to England Netball.

All members making a complaint, should understand that the England Netball Regional or National board may need to be involved in such complaints.

Stage One – Informal Resolution

Most 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.

Stage Two – Complaint investigated by Kate Day, which may include a Committee member panel

Where it has not been possible to achieve resolution under Stage One or the complaint is more complex and requires detailed investigation, the complaint will be handled under Stage Two of the process. A Stage Two 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. If a panel is created, no committee member who is directly involved in the complaint will be a part of this panel.

The following timescales apply under Stage Two of the complaint procedure:

- A formal acknowledgement of the complaint will be sent within five working days.
- A full reply will be provided after an investigation within 25 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.
- Where possible, this resolution will be sought in a personable manner.

Stage Three (Appeal) – Complaint and Investigation reviewed by another Committee Member/s and may include an independent panel

If the Complainant is dissatisfied with the response given under Stage Two, they can Appeal and request a review of the Complaint.

Appeals must be submitted in writing to the Club Secretary, blazenetballcoaches@gmail.com. The Secretary will either deal with the appeal in line with Stage Three below or appoint another Committee Member if they have dealt with the complaint previously. The person conducting the appeal will write to you with their decision.

Stage Three of the Complaints Procedure involves the Club Secretary conducting a review of the Stage Two investigation and the response provided.

The following timescales apply under Stage Three of the Complaints Procedure:

- An appeal must be submitted within 10 working days from when a report/response to the complaint has been given.
- A formal acknowledgement of the Appeal and review under Stage Three will be sent within five working days.
- A response will be provided after the review has been completed within 25 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 Three.

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

If your Complaint is upheld, the following may occur:

- An apology
- A proposed remedy and timescales (if applicable)
- An indication of what improvement will be made,
- Progression to a Behaviour Policy Stage of Action or Disciplinary Charge if the investigation discloses a breach of the Blaze Codes of Conduct, England Netball's or England Netball's Disciplinary Regulations.