Tyne & Wear

County Netball Association

Tyne and Wear County League Complaints Procedure

The following procedure applies to adult and junior leagues run by the Tyne and Wear County Association.

1.1. The County Association will handle complaints relating to the County Leagues, that fall outside the jurisdiction of the EN Disciplinary Regulations through the following process:

1.2. **Stage 1 Informal Resolution** - the initial point of contact will attempt to resolve the comment or complaint informally if possible.

1.3. **Stage 2 Formal Resolution and Relevant Officer Appointment** - where a resolution under Stage 1 has not been possible, a Relevant Officer will be appointed to carry out an investigation with the aim of establishing all the facts and giving the complainant a full, objective and proportionate response. Stage 2 complaints must be made in writing to the County Secretary who will coordinate a response in writing from the Relevant Officer in line with the complaints procedure.

1.4. The following timescales apply under stage 2 of the complaints procedure:

1.4.1. A formal acknowledgment of the complaint will be sent within 7 days.
1.4.2. A full reply will be provided after an investigation within 28 days.
1.4.3. 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.

1.5. **Stage 3 Chair Review** – if the complainant is dissatisfied with the response given under stage 2, they can request a review of the complaint and investigation by the Committee Chair (or alternative officer where the Committee Chair was the Stage 2 Relevant Officer.)

1.6. **Stage 3 Chair Review** requests must be submitted in writing to the County Secretary detailing the dissatisfaction with the outcome or conduct of the complaint together with an administrative fee of £50.00. Details of how to make payment will be provided upon receipt of the review request. The Committee Chair (or alternative officer) will conduct a review of the complaint and its handling and reply to the complainant with a full, objective and proportionate response. The Committee Chair (or alternative officer) shall have the power to vary any previous resolutions imposed under stage 2. The following timescales shall apply under stage 3 of the complaints procedure:

1.6.1. A formal acknowledgment of the request will be sent within 7 days.
1.6.2. A full reply will be provided after an investigation within 28 days.
1.6.3. 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.

1.7. Your administration fee may be reimbursed at the discretion of the Committee Chair (or alternative officer) after review. There is no further right of complaint or review.

1.8. 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.

1.9. Repeat complaints about the same issue will not alter this and where a complaint is deemed to be vexatious, persistent and/or have no basis or genuine substance, the County Committee reserves the right not to investigate.