

Frome Netball Club Disciplinary and Complaints Policy

We would encourage all members of Frome Netball Club to try to resolve any concerns informally in the first instance. However, if this is not possible the follow procedure will then be followed:

- A formal complaint should be sent, via email initially, to the Secretary of FNC at *fromenetballclub@hotmail.com* The Chair will be made aware of any complaint received.
- The recipient will then acknowledge receipt and confirm who will be dealing with the complaint.
- The complaint will be investigated and, if necessary, further information obtained from the parties involved.
- On completion of their investigation, the outcome will be advised to all parties in order to try to bring the matter to a close.
- Should the investigation recommend additional training or disciplinary action being needed this should be identified clearly when communicating the outcome.

Should the complainant be unhappy with the outcome of the investigation and proposed solution they have the right to refer the matter to a higher authority via the County Chair. This would then lead to the England Netball Disciplinary Regulations being followed:

<https://d2cx26qpfwuhvu.cloudfront.net/englandnetball/wp-content/uploads/2023/09/01093708/1.-Disciplinary-Regulations-September-2023-v3.pdf>