



Chorley Inferno Complaints Policy

Chorley Inferno 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 concerns and 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'.

Talking through my concern with someone and resolve it informally instead of making a formal complaint.

Concerns can often be sorted out on an informal basis, which is often quicker and less onerous. Do not be afraid to speak to your coach or relevant committee through finding them on Heja 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 or concern.

Raising a concern

We would encourage everyone to identify themselves when they put in their complaint but understand that sometimes there are valid reasons for not wanting to put your name to be an issue. We would also encourage you to raise such issues internally, through your line of command, i.e. coach (defaulting to the Committee Chair or Vice Chair in the event of declared personal interests). If you want this to be anonymous, please fill the form without your name. However, in order to receive feedback, please include your contact details.

Please use the link which will be picked up by our chair and safeguarding officer.

[Report concern](#)

How do I make a formal complaint about the behaviour of a member of Chorley Inferno Netball Club?

Please submit the details of your complaint in writing to:- kavannagh.jenna@yahoo.co.uk

Please use the complaint template letter to formulate your complaint, this letter can be found on our website.

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 Chair, Vice Chair and Club Safeguarding Officer (defaulting to another person if a declared personal interests).

We will aim to respond in a comprehensive manner within 21 working days.

What are the potential outcomes of my complaint?

If your complaint is upheld, you will be responded to with

- 1) An apology
- 2) A proposed remedy to service improvement.
- 3) or progression to disciplinary charge or removal of volunteer if the investigation discloses a breach of Chorley Inferno Netball Codes of Conduct.

Do I have the right to appeal if I am not happy with the result of my complaint?

Appeals must be submitted in writing to the safeguarding officer detailing because you are unhappy with the outcome or conduct of the complaint. The safeguarding officer 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 however you have a right to escalate your complaint to England Netball through emailing besafe@englandnetball.co.uk

Can I keep complaining?

You may not be happy with the outcome of your complaint or any appeal you have made, but provided the proper process has been followed, we are unable to take any further action. Repeat complaints about the same issue will not alter this and at times complaints can become vexatious and/or persistent, causing undue stress for Volunteers and resulting in a disproportionate use of Chorley Inferno resources. In dealing with such situations the safeguarding officer or other appointed committee officer's will ensure the complaints procedure has been correctly implemented and no material element of the complaint has been overlooked or inadequately addressed.

Where a wider complaint is deemed to be vexatious, persistent, is considered to have no bases or genuine substance, Chorley Inferno reserves the right not to investigate.

In this situation, Chorley Inferno will notify the complainant within 21 working days. In extreme cases of vexatious and/or persistent complaints Chorley Inferno may take Disciplinary Action against members and connected participants.