

Hamilton City Netball Centre

# Complaints Policy and Procedures

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## Complaints Policy

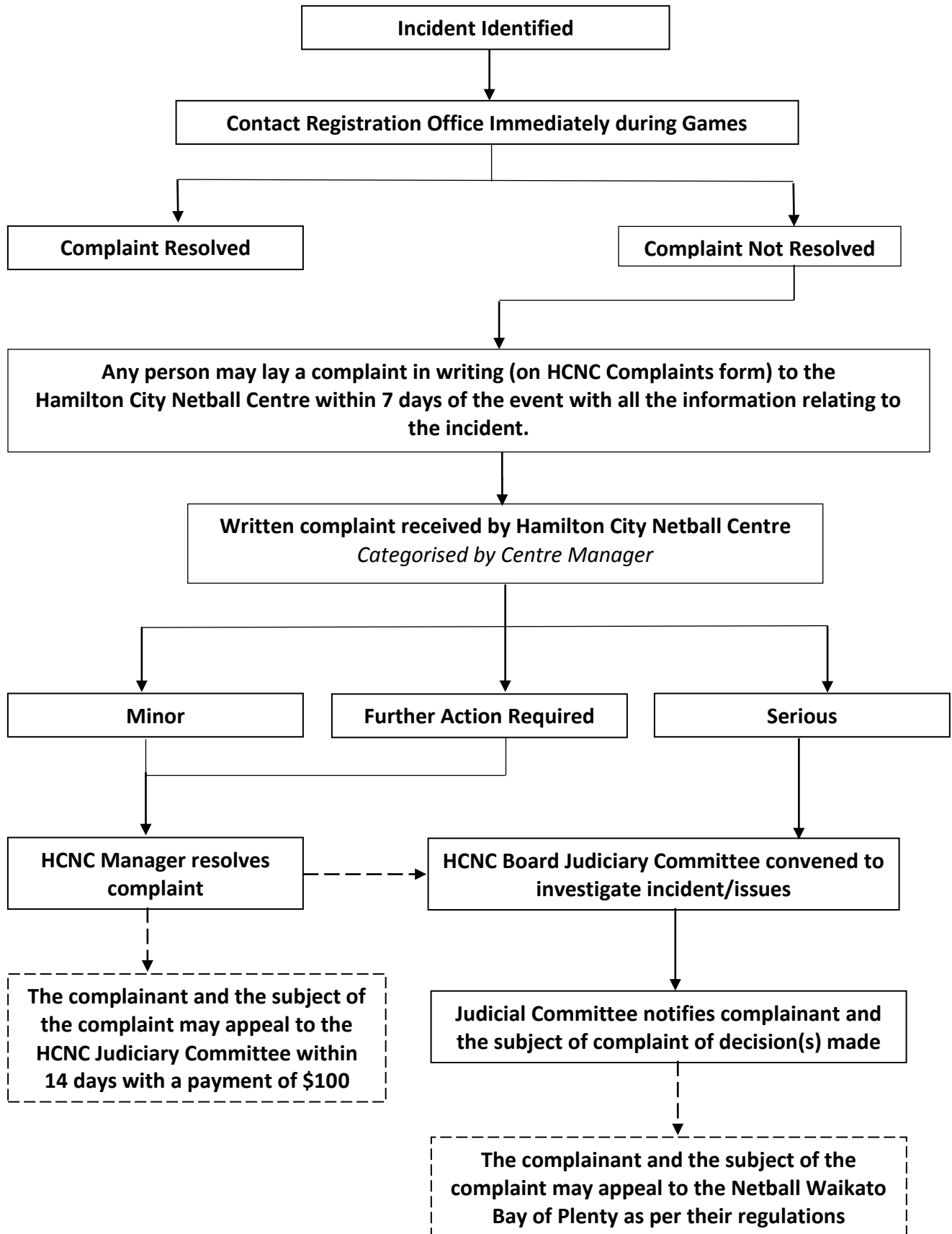
1. Hamilton City Netball Centre (HCNC) and all members of HCNC are affiliated to Netball New Zealand (NNZ) and therefore are bound by the constitution, rules, regulations, bylaws and Code of Conduct of NNZ.
2. HCNC's Code of Conduct, Complaints Policy, Complaints Process and Procedures governs any member, player, team, umpire, coach, manager, volunteer and any other person who, participates, spectates and/or is involved in any way in any activity held at HCNC's facilities or is involved in any activity under the auspices of HCNC.
3. All those involved in HCNC have the right to enjoy their sport in a healthy positive environment which values and respects the rights, dignity and worth of all participants.
4. Zero Tolerance - Violence will not be tolerated in any form, from any member, player, team, umpire, coach, manager, volunteer and any other person who, participates, spectates and/or is involved in any way in any activity held at HCNC's facilities or is involved in any activity under the auspices of HCNC.
5. The following policy and procedures are to be read in conjunction with:
  - HCNC Constitution
  - HCNC Code of Conduct
  - HCNC Competition Structure and Regulations
  - HCNC Representative Policies & Procedures
  - HCNC Health & Safety Policy
  - HCNC Zero Tolerance Policy
  - HCNC Infringement Penalties Schedule
  - NNZ Regulations
  - NNZ General Code of Conduct and Ethics
  - NNZ Harassment Free Netball Regulations
6. Incidents may occur that result in a complaint being made. The incident may be but is not limited to:
  - Breaches to the Code of Conduct
  - Breaches of the HCNC bylaws and regulations
  - Breaches of the HCNC Constitution
  - Breaches to NNZ General Code of Conduct and Ethics
7. Complaints can be made to HCNC from any witness who deems such action necessary i.e. coach, manager, team member, umpire or spectator. Staff members, officials or members of the HCNC Board may start a complaints process should they feel a breach has occurred but a complaint has not been received.
8. Complaints will be dealt with by following the Complaints Process and Procedures.
9. It is recognised that Clubs and Schools may have their own policies for dealing with complaints or reported incidents that involve members of and people associated with their own club.
10. Key Principles
  - i. Fair Notice of the Complaints: A party being complained about has the right to know the subject of the complaint against him or her.

- ii. The Right to be Heard: The complainants and the party being complained about have the right to put their side of the story. Although a complaint may have been received this does not mean that the person being complained about is guilty.
- i. Freedom from Bias: There must not be any actual bias or appearance of bias on the part of the persons making the decision about the complaint. Decisions are in accordance with the rules and based on the facts. Only relevant matters should be considered and irrelevant matters should be ignored. The decision must be fair and the penalty must be commensurate with the offence.

It is also important to note:

- At all times do not involve children in any conflict or incident unless absolutely necessary. All discussions, whether on the netball court, in the pavilion, on the telephone or in a home should be done away from children
- Only Coaches or Managers named on the official team sheet should deal with conflict situations.  
Where no official team sheet is available then such instances should be dealt with only by the person sanctioned by HCNC as being the Coach or Manager of the team.
- Parents and spectators should not be included in or, become involved in conflict resolution unless necessary.

# Complaints Process



## Complaint Procedure

### *Incident Identified*

Any person can identify an issue or incident and bring it to the attention of HCNC.

### *Contact Registration Office*

- i. Contact to the Registration Office can be made from any witness who deems such action necessary i.e., coach, manager, team member, umpire or spectator.
- ii. Where the nature of the incident could affect the game result or the safety of any person during the game, the Registration Office should be contacted immediately during the game.  
NB. No written complaint regarding umpiring will be accepted unless an HCNC official or staff member has been called to and/or attended the game in question.
- iii. The Registration Office will attempt to resolve the issue by the following means or other actions as deemed appropriate:
  - Listening to the nature of the incident
  - Offering possible solutions to the incident
  - Sending the Duty Umpire to observe the game
  - Sending the Game Convenor or Events Co-ordinator to observe the game
  - Sending the Ambassadors to observe the sideline behaviour
  - Sending Security to observe the game and sideline behaviour
  - Explaining to the complainant the written complaints process

### *Written Complaint*

- i. Should the incident not be resolved through contacting the Registration Office or the game has finished or the incident does not relate to a game, then a written complaint must be completed with all details provided on the HCNC Complaints form. The form can be given to the Registration Office during game times, the HCNC Office outside of game times or emailed to [admin@netballhamilton.org.nz](mailto:admin@netballhamilton.org.nz)
- ii. Staff members, officials or members of the HCNC Board may start a complaints process should they feel a breach has occurred but a complaint has not been received in writing.

### *Written Complaint Received*

- i. When a written complaint is received HCNC shall make an initial assessment and investigation which may involve additional relevant parties and requesting submissions or any other appropriate actions.
- ii. The Centre Manager of HCNC will categorise the complaint as one of the following:
  - Minor** – includes but not limited to, minor infringements, minor misconduct, insufficient information provided, partly or fully dealt with at the time, vexatious complaint.
  - Further Action Required** – includes but not limited to more serious misconduct, breach of rules, regulations or bylaws.

**Serious** - includes but not limited to very serious misconduct or breach of rules, regulations or bylaws, breaches of the HCNC Constitution.

- iii. An email receipt will be sent to the complainant outlining any further actions that the Centre may take.

### ***Minor and Further Action Required Complaints***

- i. The Centre Manager of HCNC will within a reasonable timeframe look at each incident considering but not limited to:
  - Deciding if all relevant information has been obtained
  - Ensuring only relevant facts are taken into account
  - Deciding if penalties are already set out for the incident or infringement and have been imposed
  - Determining if a resolution can be sought
  - Determining if a hearing is necessary
  - Determining if complaint should be referred to Judiciary Committee after consultation with the Board Chair
- ii. The Centre Manager may decide that no further action will be taken or may impose one or more penalties. The penalty may be set out in the Infringement and Penalties Schedule. However the Centre Manager may impose further penalties as appropriate for the incident.
- iii. An email will be sent to the complainant and the subject of the complaint if any decisions have been made and further penalties imposed.
- iv. The complainant and the subject of the complaint may appeal to the HCNC Judiciary Committee within 14 days of being notified of decisions made. This needs to be in writing accompanied by \$100 into the HCNC bank account. The appeal will not be considered until the money is showing in the HCNC bank account.

### ***Serious Complaints – Judiciary Committee***

- i. Serious complaints and complaints referred by the Centre Manager will be investigated by the HCNC Board Judiciary Committee.
- ii. As per the HCNC constitution the Judiciary Committee is made up of a minimum of three individuals who are not HCNC Board members and are appointed each year by the Board.
- iii. If the Judiciary Committee member is in a conflict of interest situation with any parties involved in the complaint then a replacement member will be substituted by the HCNC Board.
- iv. The Judiciary Committee may determine its procedures as it sees fit. However, the procedure will include full and open disclosure of the complaint to the party being complained about and subsequent full and open disclosure to the complainant of the response from the party being complained about.
- v. The Judiciary Committee will consider the complaint as soon as practicable, unless extenuating circumstances exist and a delay is the most appropriate course of action.
- vi. The Judiciary Committee may suspend a member prior to a decision where it considers that suspension is necessary in the interests of HCNC and/or its members.

- vii. The Judiciary Committee may interview the complainant, the subject of the complaint, seek further information from the club, the umpires or official called and any other relevant parties if they deem it necessary. The parties may be asked to make a submission or appear in person before the Judiciary Committee.
- viii. The Judiciary Committee may decide that no further action will be taken or may impose one or more penalties. This penalty may be set out in the Infringement and Penalties Schedule but the Judiciary Committee are able to impose further penalties as they see fit.
- ix. The Judiciary Committee may consult Netball Waikato Bay of Plenty Zone and Netball New Zealand for guidance under their constitution, rules, regulations, bylaws and Code of Conduct.
- x. All decisions by the Judiciary Committee will have the full endorsement of the Hamilton City Netball Centre Board.
- xi. Both the complainant and the person being complained about will be informed of the decisions made.
- xii. The complainant and the subject of the complaint may appeal to the Netball Waikato Bay of Plenty Judiciary Committee as per the Zone regulations.



# Code of Conduct

This code is not set to provide a detailed description of behaviour expectations, but rather the broad principles of acceptable behaviour in netball at the Hamilton City Netball Centre. Breaches of this code may lead to disciplinary action by HCNC under the Complaint Policy and Procedures.

## *Player Code of Conduct – I will:*

- ⚽ Respect the rights, dignity and worth of all participants.
- ⚽ Play to the rules of the game.
- ⚽ Play with honesty and integrity.
- ⚽ Play using the principles of fair play and good sportsmanship.
- ⚽ Respect coaches and officials decisions.
- ⚽ Applaud all good play whether by my team or my opponent.
- ⚽ Use acceptable and appropriate language.
- ⚽ Thank the opposition and match officials after each game.

## *Coach Code of Conduct – I will:*

- ⚽ Respect the rights, dignity and worth of all participants.
- ⚽ Coach to the rules of the game.
- ⚽ Coach with honesty and integrity.
- ⚽ Coach using the principles of fair play and good sportsmanship.
- ⚽ Develop and grow a team respect for officials.
- ⚽ Applaud all good play whether by my team or my opponent.
- ⚽ Show concern and caution toward sick and injured players.
- ⚽ Use acceptable and appropriate language.
- ⚽ Thank the opposition and match officials after each game.

## *Officials Code of Conduct – I will:*

- ⚽ Respect the rights, dignity and worth of all participants.
- ⚽ Place the safety and welfare of players above all else.
- ⚽ Apply the rules without fear or favour.
- ⚽ Encourage fair play and good sportsmanship.
- ⚽ Use acceptable and appropriate language.
- ⚽ Be courteous, respectful and open to discussion and interaction.

## *Spectator/ Supporters Code of Conduct – I will:*

- ⚽ Respect the rights, dignity and worth of all participants.
- ⚽ Respect officials and coaches decisions.
- ⚽ Respect the efforts of my team and their opponents.
- ⚽ Applaud the performance of both teams.
- ⚽ Acknowledge that the game is the player's game not mine
- ⚽ Use acceptable and appropriate language.

## NNZ General Code of Conduct

*From Netball New Zealand Regulations 2018*

- 23.1 To protect the health, safety and well-being of all the people participating in the activities of NNZ and its members, NNZ has developed and issued a NNZ General Code of Conduct and Ethics. (Refer Schedule 4)
- 23.2 The NNZ General Code of Conduct and Ethics applies to all Members.
- 23.3 The NNZ General Code of Conduct and Ethics is designed to reinforce conduct which NNZ considers is appropriate and to discourage behaviours which NNZ considers inappropriate. It sets criteria to help those to whom it applies to distinguish between correct and incorrect moral judgments.
- 23.4 Any breach of the NNZ General Code of Conduct and Ethics, will be treated as a breach of these Regulations and the Complaints process Rule 4.8 should be referred to.

## NNZ General Code of Conduct and Ethics

*Schedule 4 from Netball New Zealand Regulations*

As a Member of NNZ you must meet the following requirements in regard to your conduct during any activity held by or under the auspices of NNZ, a Zone or a Netball Centre and in any role you hold within NNZ, a Zone or a Netball Centre:

1. Respect the rights, dignity and worth of others.
2. Be fair, considerate and honest in all dealings with others.
3. Be professional in, and accept responsibility for your actions.
4. Make a commitment to providing quality service.
5. Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age.
6. Be aware of, and maintain an uncompromising adherence to NNZ standards, rules regulations and policies.
7. Operate within the rules of netball including national and international guidelines which govern NNZ, the Zone and Netball Centres
8. Understand your responsibility if you breach, or are aware of any breaches of this Code of Conduct & Ethics.
9. Do not use your involvement with NNZ, a Zone or Netball Centre to promote your own beliefs, behaviours or practices where these are inconsistent with those of NNZ, a Zone or a Netball Centre.
10. Wherever possible avoid unaccompanied and unobserved activities with persons under 18 years of age.
11. Refrain from any form of abuse towards others.
12. Refrain from any form of harassment towards, or discrimination of, others.
13. Provide a safe environment for the conduct of any netball or netball related activity.
14. Show concern and caution towards others who may be sick or injured.
15. Be a positive role model.

## Zero Tolerance Policy for Sport Rage

1. Hamilton City Netball Centre relies heavily on the goodwill of our Volunteer Coaches, Umpires and Bench Officials. An increase in incidents of inappropriate and abusive behaviour, known as sport rage, is leading to a decline in those willing to volunteer. In addition sport rage impacts on others' enjoyment, risks players and officials safety, and tarnishes the game's reputation.
2. Whatever the form, and wherever it takes place, sport rage is not acceptable in netball.
3. To ensure a safe and enjoyable environment for all participants, Hamilton City Netball Centre is adopting this Zero Tolerance Policy for Sport Rage from any member, player, team, umpire, coach, manager, volunteer and any other person who, participates, spectates and/or is involved in any way in any activity held at HCNC's facilities or is involved in any activity under the auspices of HCNC.
4. This policy does not intend to stifle or diminish healthy supportive cheering or the ability of players or spectators to enjoy netball. Rather it seeks to ensure a safe competitive environment for all participants including officials and other spectators.
5. This policy supplements the Netball New Zealand General Code of Conduct and Ethics and Harassment Free Regulations for Netball New Zealand Members which uphold the same "no tolerance policy" for inappropriate and abusive behaviour.
6. Sport Rage is any inappropriate or abusive behaviour that involves harassing, demeaning or belittling others. It includes:
  - Persistently or willfully questioning or challenging the rulings of Umpires or Bench Officials
  - Berating or abusing Umpires or Bench Officials
  - Berating or abusing Players or Coaches
  - Berating or abusing other parents/guardians or spectators
  - Displaying conduct which is inappropriate in a sporting environment
7. Any person who feels the need to display this behaviour will be asked to leave the immediate vicinity instantly. No warning need be given and failure to leave when asked will result in a Centre representative taking appropriate action to ensure the safety of all others.
8. A person who has been asked to leave an event or immediate venue vicinity may be banned from attendance at or playing in future games or activities or requested to attend a hearing. A complaints procedure may be started following the HCNC Complaints Policy and Procedures.
9. All appeals can be made as outlined in the HCNC Complaints Policy and Procedures.
10. Repeated inappropriate behaviour by a participant may impact the playing future of the participant or future activity involvement of any person.
11. Participants, parents/guardians or spectators who would like to offer feedback or seek clarification on officiating issues should direct their feedback through their Coach, Club Secretary.

## Infringements and Penalties Schedule

The penalties for some infringements are set out below. This not a complete list. Please also refer to the International Netball Federation (INF) Rules of Netball, HCNC Competition Structure and Regulations and the HCNC Complaints Policy and Procedures.

A playing week is defined as a week when games are scheduled to be played in the applicable grade.

An activity is defined as any involvement with HCNC which is not a game being played under INF rules.

### *Game Defaults*

	<b>Fine</b>	<b>Other Penalties</b>
Defaults before 1pm the day prior to game day	\$50	Loss of two competition points
Defaults after 1pm the day prior to game day	\$75	Loss of two competition points
Indoor Premier Game Default	\$200	Loss of five competition points
Championship Game Default	\$250	
Failing to take the Court within 3 minutes of the start of the game	\$50	

### *Umpiring Infringements*

	<b>Fine</b>	<b>Other Penalties</b>
Failing to provide an umpire		
1 <sup>st</sup> Offence	\$50	Forfeit of the game
2 <sup>nd</sup> Offence	\$75	Forfeit of the game
3 <sup>rd</sup> Offence	\$100	Forfeit of the game
Umpiring own team in Open Grade Competition	\$50	Forfeit of the game
Failure for a Standby Umpire to stay at the Centre until released	\$50	

### *Game Day Duties*

	<b>Fine</b>	<b>Other Penalties</b>
Failure to perform Game Day Duties		
1 <sup>st</sup> Offence	\$25	
2 <sup>nd</sup> Offence	\$50	
3 <sup>rd</sup> Offence	\$75	

### *Player Registration*

	<b>Fine</b>	<b>Other Penalties</b>
Playing an Unregistered Player	\$50	Forfeit of the game and loss of two competition points
Playing a player in a lower team than registered	\$50	Forfeit of the game and loss of two competition points
Playing a player under another player's name	\$50	Forfeit of the game and loss of two competition points

Playing more than two franchise or International players on the court at the same time	\$50	Forfeit of the game and loss of five competition points
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### *Suspensions and Ordering Off – INF Rules*

<b>INF Rule</b>	<b>Additional Centre Penalty</b>
INF Rule 13.1.1 – Warning	<ul style="list-style-type: none"> <li>Repeated warnings during a season may result in penalties being imposed on a player which can include suspension of play for one or more playing weeks.</li> </ul>
INF Rule 13.1.2 – Suspension	<ul style="list-style-type: none"> <li>Suspension by an Umpire under INF Rule 13.1.2 on two occasions during a playing season, a player shall receive an automatic suspension of play for one playing week.</li> <li>This is to be applied to the playing week immediately following the second suspension.</li> </ul>
INF Rule 13.1.3 – Ordering Off	<ul style="list-style-type: none"> <li>Ordered off the court by an Umpire under INF Rule 13.1.3 during a game, shall receive an automatic suspension of play for two playing weeks.</li> <li>This is to be applied to the two playing weeks immediately following the suspension.</li> <li>A complaints process may also be followed where further penalties can be imposed by the HCNC Centre Manager and/or the HCNC Judiciary Committee.</li> </ul>

### *Zero Tolerance*

	<b>Centre Penalty</b>
Any physical action such as a punch or slap whether intentional or in retaliation by a player during a game or at any other time while participating in or involved in any activity under the auspices of HCNC.	<ul style="list-style-type: none"> <li>INF Rule 13.1.3 shall apply and can be imposed by the Game Umpire if during a game situation.</li> <li>Automatic suspension of play for two playing weeks or two occurrences of activity involvement immediately following the suspension.</li> <li>A complaints process may also be followed where further penalties can be imposed by the HCNC Centre Manager and/or the HCNC Judiciary Committee.</li> </ul>
Any physical rough play or verbal abuse or inappropriate behaviour by a team and/or	<ul style="list-style-type: none"> <li>INF Rules 13.1.1, 13.1.2 and 13.1.3 shall</li> </ul>

<p>players to opposition player/s, umpires or other officials during a game or while participating in or involved in any activity under the auspices of HCNC.</p>	<p>apply and can be imposed by the Game Umpire if during a game situation.</p> <ul style="list-style-type: none"> <li>• A complaints process may also be followed where further penalties can be imposed by the HCNC Centre Manager and/or the HCNC Judiciary Committee.</li> <li>• Repeated inappropriate behaviour may impact the playing future of the player/s and team.</li> </ul>
<p>Participant, parent/guardian or spectator whose behaviour is not acceptable while spectating or being involved in any activity under the auspices of HCNC.</p>	<ul style="list-style-type: none"> <li>• Will be asked to leave the immediate vicinity instantly.</li> <li>• If the behaviour continues they will be asked to leave the Centre.</li> <li>• The club/School/Team will be advised of this person's behaviour.</li> <li>• A warning may be issued.</li> <li>• A ban may be imposed from attendance at future games.</li> <li>• A complaints process may also be followed where further penalties can be imposed by the HCNC Centre Manager and/or the HCNC Judiciary Committee.</li> </ul>