

COUPE DE FRANCE DE NETBALL 2024

complaints management procedure

1. PURPOSE

- 1.1. The purpose of this Complaints Management Procedure is to ensure that any issues or grievances related to the Coupe de France de Netball 2024 ('the netball tournament') are addressed in a fair, timely, consistent, and effective manner. This procedure aims to uphold the integrity of the tournament and enhance the overall experience for all participants.

2. SCOPE

- 2.1. This procedure applies to all participants, including players, coaches, officials, and spectators involved in the netball tournament.

Please note that complaints regarding pre-tournament grading and subsequently the placement in pools will not be accepted as this process is performed by an experienced, unbiased, external committee (made up of the Netball France Performance Director, Senior National Squad coaches and Junior National Squad coaches) based on evidence provided by the clubs. Whilst the process is external and determined in advance, a written explanation of the decision by the committee would be available further to a written request. Please refer to CDFDN24 Pool Placement Procedure for additional detail regarding the grading and initial pools.

In addition, questions regarding the rules of netball, the application of those rules during matches, decisions taken by umpires, matching uniforms, and other on-court decisions should be directed to the Head Umpires, Cassandra Austin Mackenzie and Shaheen Lodhi, who will be identified in the opening remarks of the event. Decisions made by the Head Umpires are final.

3. DEFINITION

- 3.1. A complaint is any expression of dissatisfaction or concern regarding the conduct of any participants, organisers or persons present at the event, decisions taken on the day by organisers, and/or organisation of the netball tournament itself.

4. PROCEDURE OVERVIEW

4.1. minor complaints and queries

- 4.1.1. Minor complaints may include, but are not limited to, logistical or facility issues.
- 4.1.2. Nicole Preston, the Netball France Finance Director and not affiliated with any of the member clubs, will be available at the info desk throughout the day to manage minor complaints and queries.
- 4.1.3. Nicole Preston's decisions on minor complaints or queries made during the tournament are final and cannot be appealed.
- 4.1.4. For resolution of minor issues, please approach Nicole Preston directly at the info desk.

4.1.5. Any minor complaints unresolved on the day can follow the formal complaint procedure described below.

4.2. submission of formal complaints

4.2.1. Any complaints beyond minor issues, or those that require more detailed review, must be submitted in writing using the designated Complaint Form (Appendix A).

4.2.2. The Complaint Form can be obtained from the tournament info desk or via email by contacting contact@netballfrance.com.

4.2.3. Complaints should be submitted via email to contact@netballfrance.com within 14 calendar days of the incident or issue occurring.

4.3. receipt and acknowledgment

4.3.1. Upon receipt of a complaint, the Board of Netball France will acknowledge receipt within 72 hours excluding weekends and bank holidays.

4.3.2. The complainant will receive a written acknowledgment via email.

4.4. initial assessment

4.4.1. The Board of Netball France will conduct an initial assessment to determine the nature and seriousness of the complaint.

4.4.2. Depending on the issue, it may be categorised into minor, moderate, or serious.

4.5. investigation

4.5.1. For minor complaints resolved by Nicole Preston, no further investigation is required.

4.5.2. Moderate and serious complaints will be investigated thoroughly. This may involve interviewing relevant parties, reviewing evidence, and consulting with appropriate stakeholders.

4.5.3. The investigation will be completed within 21 days from the date of receipt of the complaint email, subject to the availability of any other parties needing to be interviewed.

4.6. resolution

4.6.1. Upon completion of the investigation, a resolution will be proposed and communicated to the complainant within 7 days (i.e. maximum 28 days after receipt of the complaint).

4.6.2. Resolutions may include actions such as policy changes, disciplinary measures, or other remedies deemed appropriate.

4.7. documentation and reporting

4.7.1. All complaints, investigations, resolutions, and appeals will be documented and filed for record-keeping and future reference.

4.7.2. A summary of complaints and resolutions will be reviewed periodically by the Board of Netball France to identify any trends and improve the tournament's policies and procedures.

5. RESPONSIBILITIES

- 5.1. Nicole Preston: Responsible for managing minor complaints and queries at the info desk throughout the tournament. Nicole Preston, Netball France Finance Director, is not affiliated with any member clubs, ensuring impartiality. Decisions made by Nicole Preston on the day are final.
- 5.2. Netball France: Responsible for receiving, acknowledging, and managing formal complaints, as well as conducting investigations and communicating resolutions.
- 5.3. Complainants: Responsible for providing accurate and timely information when submitting a complaint and cooperating with the investigation process.

6. CONFIDENTIALITY

- 6.1. All complaints and investigations will be handled with the utmost confidentiality. Information will only be shared with those directly involved in resolving the issue.

7. CONTACT INFORMATION

- 7.1. For any inquiries or to submit a formal complaint, please contact Netball France: contact@netballfrance.com
- 7.2. **For minor complaints and queries during the tournament:** Nicole Preston at the info desk

Appendices

- Appendix A: Complaint Form

APPENDIX A: COMPLAINT FORM

cdfdn24 complaint form

COMPLAINANT INFORMATION

name:

club name:

contact email:

contact phone number:

INCIDENT DETAILS

date and time of incident:

location of incident:

individuals involved:

description of the complaint (please provide a detailed account of the incident or issue, including any relevant facts or evidence):

DESIRED RESOLUTION

please describe how you would like the complaint to be resolved:

SUPPORTING DOCUMENTS

attach any supporting documents, such as photographs, witness statements, or relevant correspondence:

DECLARATION

By signing this form, I confirm that the information provided is accurate to the best of my knowledge and that I understand the complaints process outlined in the Complaints Management Procedure.

Signature:

Date:

Submit Completed Form to contact@netballfrance.com within 14 days of the incident or issue occurring