



GRIEVANCE AND RESOLUTION POLICY

Policy Number	7	Version Number	4
Drafted by	C Macneall	Approved Date	17 April 2026
Responsibility	Joondalup Netball Association	Review Date	Nov 2027

OVERVIEW

The purpose of this document is to outline the Grievance and Resolution Policy and related procedures that are to be used by Joondalup Netball Association (JNA) and members when dealing with grievances in accordance with the JNA Constitution and policies as listed on the JNA webpage.

SCOPE:

Joondalup Netball Association Procedures and Policies apply to Joondalup Netball Association.

DEFINITIONS:

Complaint – Any accusation or allegation (oral or written)

Member – Any individual or entity who has been accepted into JNA, in accordance with JNA's Constitution and By-Laws. Members may include players, coaches, officials, volunteers or other persons who have met the membership criteria and are entitled to participate in and benefit from the activities, programs and governance of the Association.

Complainant – Person who makes a complaint or raises a grievance.

Dispute – Any disagreement, argument or conflict between two or more parties within the Association, which may arise from differences in interpretation of rules, policies, decisions or conduct. Disputes typically involve matters that cannot be resolved informally and require a formal process to address and determine an outcome, as outlined in the Association's dispute resolution procedures.

PURPOSE:

To provide a clear framework for assessing and resolving concerns or disputes within the organisation, that sit outside of the JNA Constitution. It aims to ensure that all grievances raised by members (including members of the Board and Sub Committees), volunteers, stakeholders or community members are assessed within a prompt, transparent and equitable manner. This policy helps maintain trust and accountability, while ensuring compliance with organisational standards and governance.

Examples of grievances and disputes that might be covered by this policy include, but are not limited to:

- Personal grievance
- Social media
- Competition rules
- Decision making concerns, including grading and selections

- Delivery and application of policies and governance
- Breach of JNA policies
- Breach of JNA Constitution
- Breach of JNA By-Laws
- Internal Association disputes
- Other complaints include: protected disclosure, privacy complaints and matters that fall outside of any other criteria. These complaints will be addresses in accordance with relevant legislation and guidance and/or referral to third-party agencies.

PROCEDURE:

JNA Complaint and Grievance/Dispute Process

- Step 1: Determine complaint category using JNA Dispute Resolution Flow Chart (Appendix 1) and JNA Complaints Categories (Appendix 2).
- Step 2: Use Match/Game Day or Association Grievance/Dispute Complaint processes.
- Step 3: Complaint lodged using JNA Complaint Form (Appendix 3), with the non-refundable \$25 fee, if applicable.
- Step 4: Board hearing and determination, if required.

Match / Game Day Complaint

If the incident is between two clubs or independent teams, then the two parties must ensure that all attempts to resolve the complaint have been made. If the complaint falls outside of this category, the complaint will be escalated to the JNA Head Office for immediate action.

Send a representative to the Match Office to request the attendance of a Game Day Convenor, who will be stationed around the grounds in a pink, high-vis vest. The request must be made by a team representative upon instruction from a coach or manager only.

Every time a convenor is requested to attend a court for an incident, it will be recorded in the log book and reviewed by the board. Penalties may be applied in accordance with JNA Game Management Handbook.

If you feel the problem has not been resolved, a written complaint (on the JNA Complaint Form (Appendix 3)) may be lodged with the Association within 48 hours of the match or incident occurring. Complete the form in full and submit via your club president only. A non-refundable \$25 fee may be required.

The offence may occur before, during or after the conclusion of a game, but must have occurred on JNA premises. All penalties and fines are to be issued in line with JNA Game Management Handbook.

Association Complaint

Will be assessed in accordance with the JNA Constitution – Part 5 – Disciplinary Action, Disputes and Mediation – Division 3 – Resolving Disputes.

Member Protection Complaint

Will be assessed in accordance with Netball Australia Integrity Policies.

Other Complaints

Will be assessed in accordance with the relevant legislation and guidance from appropriate third-party agencies.

Supporting Documents

[Joondalup Netball Association Constitution](#)

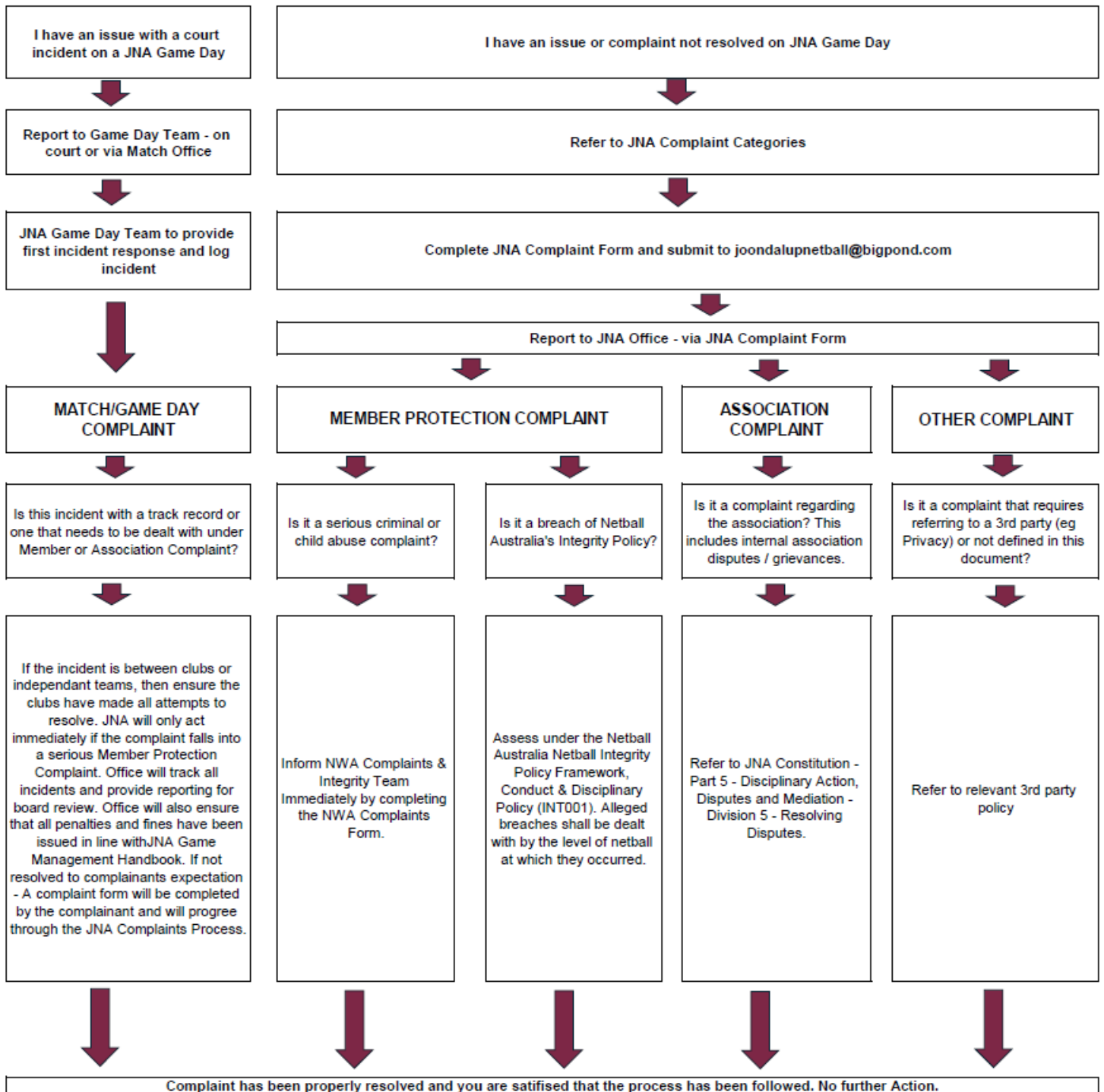
[Netball Australia Integrity Policies](#)

[Netball Australia Complaints and Disciplinary Policy – Feb 2026.](#)

[Netball WA Complaints Framework](#)

[Netball WA Complaint Pathway for Associations and Clubs](#)

APPENDIX 1: JOONDALUP NETBALL ASSOCIATION DISPUTE RESOLUTION FLOWCHART



APPENDIX 2: JOONDALUP NETBALL ASSOCIATION COMPLAINTS CATEGORIES

<u>Match/Game Day Complaint</u>	<u>Member Protection Complaint</u>
<ul style="list-style-type: none"> • Player behaviours • Spectator behaviour • Official behaviour (Coach, Umpire, Convenor) • On court incidents <p>Assessed by the Game Day Team at the time and recorded as an incident. Reported to JNA office/board, to determine if further action is required under another complaint category. Incidents will be passed to clubs to resolve prior to JNA involvement, unless of a serious nature. Reoccurring members / teams / clubs will be tracked & assessed in alignment with the Complaints Process in the JNA Game Management Handbook.</p>	<ul style="list-style-type: none"> • Serious criminal offences <ul style="list-style-type: none"> • Child abuse / threats • Sexual offences • Assault <p>Netball Australia policies ensure both legal compliance and the safeguarding of children involved in netball. Relevant policies can be found on the NA Integrity Policy page.</p> <ul style="list-style-type: none"> • Integrity Issue <ul style="list-style-type: none"> • Harassment, discrimination, or bullying • Breaches of the Code of Conduct or Member Protection Policy • Doping violations • Competition manipulation • Improper use of supplements or medications • Breaches of child safeguarding protocols • Concussion policy non-compliance <p>Netball Australia policies support fair play, safety, and inclusion in community netball. Full details on the NA Integrity Policy page.</p>
<u>Association Complaint</u>	<u>Other Complaints</u>
<ul style="list-style-type: none"> • Decision making concerns (including grading & selection) • Application of Policies & Governance • Breach of Association Policy (by JNA) • Breach of Constitution • Breach of By-Laws • Internal association disputes • Social media • Personal grievance <p>Will be assessed using JNA's Complaints Process & Constitution – Part 5 – Disciplinary Action, Disputes and Mediation – Division 3 – Resolving Disputes.</p>	<ul style="list-style-type: none"> • Protected disclosure • Privacy complaints • Matters that fall outside of any other criteria <p>Complaints will be assessed in accordance with: Relevant legislation & guidance/ referral to appropriate third-party agencies.</p>

APPENDIX 3: JOONDALUP NETBALL ASSOCIATION COMPLAINT FORM

Name of person lodging complaint (complainant)	
Complainant's club	
Complainant's age	<input type="radio"/> Over 18 <input type="radio"/> Under 18
Complainant's contact details	Phone: Email:
Complainant's role/position within netball	<input type="radio"/> Athlete/player <input type="radio"/> Official (convenor or umpire) <input type="radio"/> Parent <input type="radio"/> Spectator <input type="radio"/> Volunteer (coach/assistant coach or manager) <input type="radio"/> Board/committee member
Name of person lodging complaint against (Respondent)	
Respondent's club	
Respondent's age	<input type="radio"/> Over 18 <input type="radio"/> Under 18
Respondent's role/position within netball	<input type="radio"/> Athlete/player <input type="radio"/> Official (convenor or umpire) <input type="radio"/> Parent <input type="radio"/> Spectator <input type="radio"/> Volunteer (coach/assistant coach or manager) <input type="radio"/> Board/committee member <input type="radio"/> Other (please specify)
Date of incident	
Location of incident	
Description of breach (Include as much information as possible, details of what happened, who, what, when, how you found out about the breach. Attach supporting documents, if necessary).	

This complaint form must be lodged via your club president or nominated club committee member (or team manager, if it is an independent team). The form must be signed, then lodged through the JNA Head Office directly. Forms sent from individuals will not be accepted. Forms can be sent via email to joondalupnetball@bigpond.com

Club President or Independent Team Manager

Signature: _____ **Date:** _____