

## **Child Safety in Netball Complaints Procedure Flow Chart**

## **Involving Child Abuse & Sexual Misconduct or Serious Criminal Conduct**

The steps below should be taken to resolve a Complaint when a Member, Participant or Person in a Position of Responsibility and Authority has concerns about a breach of the Child Safety in Netball Policy involving Child Abuse and Sexual Misconduct or Serious Criminal Conduct (Case 1 Complaint).

Comprehensive guidelines for each step can be found in the Child Safety in Netball Policy 3.12 page 17 – 27

Reporting Complaint

- •**Step 1** -Complainant tells a person in a Position of Responsibility and Authority from the relevant Affiliate about their complaint.
- Step 2 Person in a Position of Responsibility and Authority talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person
- •Step 3 Senior Person documents Complaint. If the complaint in not already reported to Police and or external agency Senior person reports complaint
- •Step 4 Senior Person reports complaint to NV's Affiliate Services Team
- •Step 5 NV Reports to relevant external authority as appropriate

Call 000

If a Child is

In Immediate

Danger

Investigation Complaint

- **Step 6** NV determines whether Affiliate or NV appropriate to resolve complaint. Provisional Action taken if required.
- **Step 7** Affiliate (or NV if NV considers appropriate) conducts internal investigation of complaint unless otherwise requested by external agency.
- •Step 8 Provisional Action Taken (if required and not already taken).

Determinging Complaint

- •Step 9 Involved organisation evaluates nexts and determines whether to:
  - (a) make decision and impose desciplinary measures;
  - (b) Refer Complaint to Independent Investigation; or
  - (c) Refer Complaint to Hearing Tribunal
- •**Step 10** Decision made and disciplinary measures(if required) imposed as a result of the process choosen in Step 9
- Step 11 Record of complaint finalised. NV and other involved Organisation notified of outcome of complaint. Complaint Closed