



CHERUBS ANGELS NETBALL CLUB

Complaints Policy

Version: June 2026

Review Date: June 2029

Purpose

Cherubs Angels Netball Club is committed to providing a positive, inclusive and enjoyable environment for all members, volunteers, parents and supporters. We aim to deal with complaints fairly, confidentially and in a timely manner.

The Club recognises that concerns and complaints can provide valuable feedback and opportunities for improvement.

Principles

All complaints will be:

- Treated seriously and respectfully.
- Handled fairly, sympathetically and honestly.
- Managed confidentially where appropriate.
- Responded to as promptly as possible.
- Used to improve club practices where necessary.

Where the Club is found to have made an error, this will be acknowledged and appropriate action taken to prevent similar issues occurring in the future.

What is a General Complaint?

A general complaint is an expression of dissatisfaction regarding:

- A club decision or process.
- The actions or behaviour of a member, volunteer or coach acting on behalf of the club.
- The organisation of club activities or events.

Complaints may be raised by:

- Members.
- Parents or guardians on behalf of junior members.
- Volunteers.
- Other organisations or members of the public directly affected.

Complaints should relate to matters that have directly affected the individual making the complaint or their child.

Matters Not Covered by this Policy

This policy does not apply to:

- Safeguarding or child protection concerns.
- Allegations of criminal behaviour.
- Disciplinary matters covered by Wales Netball regulations.
- Welfare concerns requiring immediate action.

Such matters should be referred immediately to the Club Welfare Officer or Wales Netball Safeguarding Team.

How to Make a Complaint

Complaints should be submitted in writing by email wherever possible and should include:

- Name and contact details.
- Details of the issue.
- Dates and relevant information.
- Any action already taken to resolve the matter.

Complaint Process

Stage 1 – Informal Resolution

Where appropriate, individuals are encouraged to raise concerns directly with the relevant coach, team manager or committee member so that issues can be resolved quickly and informally.

Stage 2 – Formal Complaint

If the issue cannot be resolved informally, a written complaint should be submitted to:

Senior Club Contact:

Sarah Porter

The complaint will normally:

- Be acknowledged within three working days.
- Be investigated appropriately.
- Receive a written response within ten working days where possible.

If additional time is required, the complainant will be kept informed.

Stage 3 – Appeal

If the complainant remains dissatisfied, the matter may be referred to the Club Committee for review. The Committee's decision shall normally be considered final.

Confidentiality

Complaints will be handled confidentially and information will only be shared with those who need to be involved in resolving the matter.

Unreasonable or Persistent Complaints

Cherubs Angels Netball Club will not engage in prolonged or repetitive correspondence once all substantive issues have been investigated and responded to appropriately.

Whistleblowing

Any concerns regarding illegal activity, unsafe practice, safeguarding issues, dishonesty or serious misconduct should be raised through the Club's Whistleblowing Policy or directly with Wales Netball where appropriate.

Policy Review

This policy will be reviewed every three years or sooner if required by changes to Wales Netball guidance or legislation.