## Appendix L Rights and Obligations of Complainants, Respondents and Witnesses

1. This document sets out the rights and obligations of persons directly involved in the complaint handling process as a complainant, respondent and/or witness. The rights and obligations are based upon the basic standards and codes of behaviour established under the Netball New South Wales Constitution and Member Protection Policy framework (the governing framework).
2. The standards of behaviour and traits required to be complied with by the Netball New South Wales governing framework establishes a commitment to develop and maintain high standards of conduct and professionalism by showing:
   1. Respect
   2. Fair and equitable treatment
   3. Courtesy
   4. Ethical treatment and conduct
   5. Honesty and Integrity
   6. Safety
   7. Consideration of others
   8. Professional conduct
   9. Acceptance of Responsibility
3. Each person involved in the complaint process must act in a manner that conforms to the traits established by the Netball NSW governing framework, as identified in clause 2 above. With this is in mind, each participant is to co-operate fully with the complaint management process. This includes the obligation to provide full and frank information and evidence, including relevant photos and documentation, and to be honest, truthful and fair when interviewed and/or responding to an Investigation Officer or other person appointed to deal with a complaint.
4. Each person must be afforded certain rights during the complaint handling process. In particular:
   1. To be advised of the allegations against them (if any and where applicable);
   2. To be provided with relevant evidence and information pertaining to the complaint that is relevant to them;
   3. To have a support person made available;
   4. To be given the opportunity to provide their information and/or evidence after the opportunity to consider the information provided at (a) and (b), if applicable;
   5. Where deemed necessary, an opportunity to respond to any inconsistency that may have arisen that is pivotal to the complaint.

The rights and obligations are provided to ensure that procedural fairness is entrenched in the process and afforded to each affected person appropriately.

1. **Release of reports.** All persons are to be aware that any report drafted by the MPIO or Hearings Officer, including supporting evidence, may be made available to the complainant and/or respondent at the end of the process. It is Netball NSW’s policy to support a request for release of such information directly to the complainant and respondent in order to ensure that the process is both transparent and fair, with relevant privacy redactions undertaken. In providing information to a complaint handling process, all persons are to be made aware of the potential for the information they have provided to be made available to others, either for comment and appraisal or as part of the report established to assist with the complaint handling process. All persons are to acknowledge, in writing, that such use of the information they provide will be used in such a manner.

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Name

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Signature

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Date