

Dear XXX,

On behalf of *[insert name of Relevant Organisation]*, I formally acknowledge receipt of your complaint which was submitted *[using Schedule 2 - Complaint Form **OR** via email **OR** in writing]* on *[insert date]*.

I note that this complaint is made under the Netball Australia Integrity Policy Framework, which can be found [here](#). The Conduct and Disciplinary Policy in particular outlines the process that is used by *[insert name of Relevant Organisation]* in managing complaints should they be found to fall within the scope of the Integrity Framework.

Your complaint will now be reviewed by *[insert name of Complaints Manager]*, who has been appointed as Complaints Manager and will shortly determine appropriate next steps.

OR

I have been appointed as Complaints Manager and will now commence the process of reviewing your complaint to determine appropriate next steps.

I will aim to come back to you with an update by *[insert date at which you plan to have a response]*, but in the meantime, if you have any immediate concerns about the health and safety of people involved in our sport, please contact *[include contact information for Complaints Manager]*.

Regards,