

# DEALING WITH A COMPLAINT

## NETBALL INTEGRITY POLICY FRAMEWORK

What should you do if you receive a complaint or hear of an issue?

- a) talk **calmly and without judgment or opinion**;
- b) ensure that your conversation is occurring in a **private and safe environment**;
- c) ask non-leading questions to establish what the concerns are – **who (incl. contact details for parent), what when, where, why, what next?**;
- d) if appropriate (for example, the issue is minor, easily resolved and no person is in danger) **take steps to resolve** the complaint at that time; otherwise
- e) if the complaint is not easily resolved OR you are not sure what to do next, **seek out a more Senior Person** and tell them what you know.
- f) **Report child abuse, sexual misconduct or serious criminal conduct** to police, Netball NSW, and the NSW Department of Community & Justice.