

Netball Australia Complaint Manager Checklist - 2025

* Confidentiality is to be maintained throughout process in line with cl. 9.8

No.	Question	CDP Clause	Notes
	THROUGHOUT – Consider whether the parties to the complaint require support and explore options for them to access support		Options may include Employee Assistance Programs, the AIS Mental Health Referral Network, GP referral to counselling, etc
INITIAL EVALUATION			
1	Is the Respondent bound by NA Policies?	9.8	
2	Is Complaint made in writing via Schedule 2 Form or via Speak Up Hotline? OR Organisation is informed of alleged breach?	10.1 10.3	
3	Further information needed from Complainant?		Eg, Witness details, further facts, what is sought, etc
4	INITIAL THRESHOLD QUESTIONS - Is complaint: a) A protected Disclosure b) Vexatious, mischievous, etc c) Not related to NA Integrity Policies d) A Personal Grievance?	11.1	See Netball Australia's Whistleblower Policy & consult with MO legal advisors if Serious Misconduct alleged
ASSESSMENT			
5	What conflicts of interest exist, if any?	11.1.1.5	Consider potential for impartiality and impact on procedural fairness
6	What organisation is appropriate to manage the complaint – at what level?	10.4 & 11.1.3	Lowest level possible, taking into account conflicts
7	Is the complaint related to Child Abuse or Serious Criminal Charges?	10.4.4.1, & 12.1	If so, consult with relevant MO and NA and report to relevant External Authority
8	If yes to above, what provisional action may be appropriate?	11.3 and 11.6	Assess risk and seriousness of allegations
9	Is immediate disciplinary action (Breach Notice) warranted if likely breach?	11.3 12.4	Consider tangible evidence in receipt
10	If needed, is it appropriate to conduct internal or external investigation?	11.2	Consider seriousness of allegations and Respondent's position
11	Acknowledge receipt of Complaint to Complainant, noting process and next steps	11.5	Include as much detail as you know about the process and timing, including policy links
12	Notify Respondent of Complaint details, process and next steps	11.5	Include details of process, links to policy & breach / evidence to afford them opportunity to respond
OUTCOME			
13	Following investigation (if conducted), determine Finding & next steps to resolve	12.1.1.1 / 12.1.1.2	Possibilities – 1. Minor allegation 2. Unsubstantiated 3. Unable to be substantiated 4. Substantiated
14	If Finding is substantiated or potential to be substantiated, arrange for next appropriate step	12.2 12.3 12.4 12.5	• ADR – mediation or conciliation (by agreement); • Warning Procedure (minor breaches); • Breach Offer; or • Hearing Tribunal;
15	Notify parties of next steps determined in process (if haven't already)	11.5	
16	Process determined may involve outcomes - sanction(s) or order(s) to notify and enforce	12.7 16.2	Refer SIA NIF Case Categorisation Guidance for Sanctions (January 2023)
FINALISATION			
17	Following process determined to resolve matter, notify parties of options to appeal or dispute breach offer within 14 days	16.2 15	
18	Record and store file notes in secure location for seven years	16.3	