



# Complaints & Feedback Policy

---

**Issue: 1**

**Issue Date: March 2026**

**Review Date: March 2027**

**Responsible: Hitchin Netball Club Committee**

**The Committee is collectively responsible for ensuring this Policy is implemented, reviewed, and updated as required.**

---

## Purpose

The purpose of this Policy is to set out how feedback and complaints relating to Hitchin Netball Club are raised and managed, ensuring they are handled fairly, respectfully, and in a timely manner.

## Scope

This Policy applies to all individuals connected with Hitchin Netball Club, including players, parents and carers, volunteers, coaches, committee members, and members of the public.

This Policy does not apply to:

Safeguarding concerns, which must be raised immediately in accordance with the Club's Safeguarding Policy and reported to the Club Safeguarding Team. Further information, including how to report concerns directly to Hertfordshire Children's Social Care, is available on the Club Safeguarding Page: <https://www.hitchinnetballclub.co.uk/safeguarding>

Disciplinary breaches under the England Netball Disciplinary Regulations, which are managed through the Club's Disciplinary Procedure.

## Policy Statement

Hitchin Netball Club is committed to:

- Treating all feedback and complaints seriously, respectfully, and confidentially.
- Ensuring that complaints are managed fairly, consistently, and without bias.

- Resolving issues informally and locally wherever possible.
- Communicating openly and responding within reasonable timescales.
- Using feedback and complaints as opportunities to learn and improve club practices, services, and experiences.

This Policy is informed by and aligned with England Netball's Feedback & Complaints Policy.

## Procedures / Implementation

### Informal Resolution

Where appropriate, concerns should initially be raised informally with the relevant individual (for example, a coach or committee member). Many issues can be resolved quickly and effectively at this stage. If informal resolution is not appropriate or does not resolve the issue, the concern may be escalated to a formal complaint.

### Feedback

Hitchin Netball Club welcomes feedback, suggestions, and ideas. Feedback may be submitted by email to [contact@hitchinnetballclub.co.uk](mailto:contact@hitchinnetballclub.co.uk) or shared anonymously via the feedback form on the Club website: <https://www.hitchinnetballclub.co.uk/>

Anonymous feedback will be reviewed by the Committee; however, it may limit the Club's ability to respond directly or investigate further.

### Formal Complaints

Formal complaints must be submitted in writing and should include:

- Name and contact details of the complainant
- Date of the incident or issue
- Full details of the complaint
- Any actions already taken to attempt resolution

Formal complaints should be submitted by email to: [contact@hitchinnetballclub.co.uk](mailto:contact@hitchinnetballclub.co.uk)

### Acknowledgement and Timescales

The Club will acknowledge receipt of a formal complaint within **five working days**. The acknowledgement will outline the process and provide an indicative timeframe for investigation.

### Investigation

The Club Committee will investigate the complaint by reviewing relevant information and, where appropriate, speaking with those involved. The investigation will aim to reach a fair, balanced, and evidence-based outcome.

Confidentiality will be maintained, with information shared only where necessary.

Where a complaint concerns a member of the Club Committee, that individual will be excluded from the investigation and any related discussions or decisions, to avoid any conflict of interest.

## **Outcome and Escalation**

The outcome of the investigation will be communicated to the complainant in writing. Where appropriate, actions taken or recommendations made to prevent recurrence will be outlined.

As complaints are investigated by the Club Committee, there is no separate internal appeal process. If the complainant remains dissatisfied, they may be advised on how to escalate the matter to England Netball where appropriate.

## **Monitoring and Review**

This Policy will be reviewed annually by the Hitchin Netball Club Committee, or sooner if required due to changes in legislation, club operations, or England Netball guidance. The Committee will monitor implementation and compliance, and all updates will be documented and communicated to members and volunteers.

## **References / Supporting Documents**

### **Hitchin Netball Club Policies**

- Disciplinary Procedure
- Safeguarding Policy Statement
- Safeguarding Expression of Concern Form
- Player Welfare and Support Policy
- Code of Conducts (Players, Parents/Carers, Volunteers, Coaches, Committee Members)
- Data Protection Policy and Privacy Notice

### **England Netball**

- Feedback & Complaints Policy
- Safeguarding Children and Young People in Netball Policy
- Disciplinary Regulations
- Codes of Conduct
- Equality, Diversity and Inclusion Policy