

Making a Complaint — How It Works

A simple guide for players, parents and club members. Full details: Competition Complaint Handling Regulation.

NB: If the complaint relates to child safety, such as abuse, grooming, WWCC breaches, please follow the steps in Child Safety in Netball Policy

STEP 1

Something happens that you want to raise

e.g. umpire abuse, unsportsmanlike behaviour, code of conduct breach, fighting, threats, online abuse



STEP 2

Lodge a Complaint Form — within 3 working days

Collect a form from the representative on duty (pink vest) or access it online at www.scna.net.au. Once complete, email it to the Complaints Manager at complaintsscna@gmail.com, or leave it sealed at the stadium marked "Attention: Complaints Manager". Include what happened, when, where, and any witnesses.



STEP 3

Complaints Manager reviews it

Kept private and confidential. The person, and or team, complained about (the Respondent) is told and given a chance to respond. They have 3 working days to respond to the complaint using respondent form, access it online at www.scna.net.au.



STEP 4

Complaints Manager decides what happens next

No further action

Complaint is dismissed.

Penalty applied directly

e.g. warning, fine, short suspension — see Penalties guide on the website.

Goes to a Hearing

For more serious or disputed matters — see Step 5.



STEP 5

Hearing held — usually within 7 days

Both sides are heard fairly (in person, by phone or video). Each person can bring a support person. A written decision is given to everyone involved.



STEP 6

Not happy with the outcome? You can appeal

Only the person penalised (the Respondent) can appeal. Submit a Notice of Appeal within 14 days of the decision. Grounds: new evidence, penalty not in line with the rules, or a fair process was not followed.

Need to make a complaint, or have questions?

Contact Surf Coast Association's Complaints Manager — complaintsscna@gmail.com.

Full process, definitions, offences and penalty ranges: see the Competition Complaint Handling Regulation, available from Netball Victoria (netballvic.com.au) or Surf Coast Netball Association website.

