



## Complaints Policy and Procedure for Swiss Netball

### 1. Introduction

Swiss Netball is committed to providing a positive and inclusive environment for all participants. We value feedback and take complaints seriously. This Complaints Policy and Procedure outlines the process for lodging, investigating, and resolving complaints within the Swiss Netball community.

### 2. Scope

This policy applies to all members, participants, officials, volunteers, and stakeholders affiliated with Swiss Netball.

### 3. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction or concern regarding the conduct of individuals or groups associated with Swiss Netball, including but not limited to players, coaches, officials, volunteers, or administrators.

### 4. Confidentiality

Swiss Netball is committed to treating all complaints with strict confidentiality. Information related to a complaint will only be shared with those directly involved in the investigation and resolution process.

### 5. Lodging a Complaint

- i. Complaints should be submitted in writing to [admin@swissnetball.ch](mailto:admin@swissnetball.ch) using the Complaints Form provided within this policy for the attention of the Swiss Netball General Secretary, with the exception of cases mentioned in Section v. below.
- ii. The complaint should include a clear and concise description of the issue, including relevant details such as the date, time, location and individuals involved.
- iii. The Complaints Form must be completed in full and submitted with a [fee](#) of CHF 50.- (proof of payment will be required when the written complaint is lodged) which will be refunded to the complainant if the complaint is upheld.
- iv. Complaints must be submitted within seven (7) days of the incident occurring, unless exceptional circumstances apply.
- v. If the complaint is regarding the Swiss Netball General Secretary, the complaint should be submitted directly to the Swiss Netball President ([president@swissnetball.ch](mailto:president@swissnetball.ch)).



## **6. Initial Assessment**

- i. The Swiss Netball General Secretary, or the President, as applicable, will review the complaint to ensure it falls within the scope of this policy.
- ii. If the complaint does not fall within the scope, the complainant will be notified and provided with any alternative avenues to address their concerns, if available.

## **7. Investigation Process**

- i. The Swiss Netball General Secretary, or the President, as applicable, will convene an Investigation Panel that includes 2 members of the Swiss Netball Committee and an independent and impartial member to conduct a thorough and unbiased investigation of the complaint.
- ii. The Investigation Panel will interview all relevant parties, collect supporting evidence, and consider any witnesses or additional information.
- iii. The complainant and the subject of the complaint will have the opportunity to provide their version of events and any supporting evidence.
- iv. Should any of the relevant parties be under the age of 18 at the time of the investigation, a parent or guardian will be required to be present in any interviews.
- v. The Investigation Panel will provide a written report outlining their findings and recommendations to the Swiss Netball Committee within 30 days of the complaint being lodged, unless otherwise communicated and agreed in advance with the complainant and the Swiss Netball Committee.

## **8. Resolution**

- i. The Swiss Netball Committee will review the Investigation Panel's report and make a decision based on the findings and recommendations.
- ii. The decision may include disciplinary action, education and training, mediation, or any other appropriate resolution measure.
- iii. The Swiss Netball General Secretary, or the President, as applicable, on behalf of the Swiss Netball Committee, will communicate the decision in writing to the complainant, the subject of the complaint, and any other relevant parties.
- iv. The decision of the Swiss Netball Committee will be final and binding, and no further appeals within Swiss Netball will be entertained.

## **9. External Review**

If the complainant is not satisfied with the resolution provided by Swiss Netball, they are to inform Swiss Netball in writing before seeking external review by contacting the relevant regional sports ombudsman or equivalent regulatory body.



#### **10. Protection Against Retaliation**

Swiss Netball strictly prohibits any form of retaliation against individuals who lodge complaints in good faith. Any retaliation will be subject to disciplinary action.

#### **11. Review and Amendments**

This Complaints Policy and Procedure will be reviewed periodically to ensure its effectiveness and relevance. Amendments may be made with the approval of the Swiss Netball Committee.