



CODES OF CONDUCT AND COMPLAINTS PROCEDURE

Netball Victoria Codes of Conduct

As all clubs will be aware, there are a number of Netball Victoria codes of conduct that set out what is required of:

- **ALL** persons who attend our competitions or tournaments at Pinks Reserve Regional Netball Facility; and
- **ALL** persons who attend at Waverley Netball Centre to coach, play or watch our representative teams.

The codes may be accessed via the following link:

<https://vic.netball.com.au/code-of-conduct>

We urge everyone to read the codes that apply to them. More than one code may apply – e.g. you may be coaching a team in one game, and then watching another game as a parent or spectator.

Our Association's minimum expectation is that all persons who use either venue – whether in the role of player, coach, team official or spectator – will treat everyone else at that venue in a courteous and respectful manner.

We do not expect games to be watched or played in silence. What we do expect is that any comments that are made during a game are positive and supportive of players, umpires, and coaches of both teams. There is no justification whatsoever for negative, derogatory or degrading comments being directed at players, umpires or anyone else during a game.

Increase in Complaints Last Year

Last year there was a spike in the number of complaints the committee received about the behaviour of players, coaches and spectators during games. Waverley Night Netball reported a similar trend during their 2022 seasons. Regrettably, that trend has continued during the opening rounds of the 2023 winter season.

Action to be Taken

With the aim of reversing these trends:

- **At Pinks**, umpire supervisors and committee members will be monitoring compliance with the codes of conduct. Penalties may, in appropriate circumstances, be imposed upon any person who is found to have breached any of those codes of conduct; and
- **At Waverley**, committee members will be monitoring compliance with the codes of conduct by coaches, players, team officials and spectators who are representing or otherwise associated with our Association. Action may be taken by the Association against a person who is found to have breached any of the codes of conduct. Waverley Night Netball may itself also take action.

Complaints Procedure – Saturday and Mid-Week at Pinks

On Saturdays and mid-week, a number of complaints about the behaviour of persons during a game are not made until after the game has finished; some complaints are not made for a number of days after the game. Any delay, however small, in the making of a complaint makes it very difficult to address.

The committee has decided that the following procedures are to be followed if a person has a complaint about the behaviour of another person during a game. The aim of this procedure is to address any complaints immediately.

1. Complaints about the behaviour of a player, coach, scorer, umpire or spectator during a game may only be made by a coach or team manager of a team competing in that game or an official of the team's club. A complaint made by any other person will not be addressed.
2. A person other than a coach, team manager or club official who has a complaint must report their complaint immediately to the coach, team manager or club official of their team. It is then for the coach, team manager, or club official to decide whether the complaint should be reported.
3. If the coach, team manager or club official has a complaint about the behaviour of a player, coach, scorer, umpire or spectator, they must report the complaint immediately (i.e. during the game) to an umpire supervisor or to a committee member on duty at the time. An umpire supervisor will attend the court where the game is being played to address the complaint.

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4. The umpire supervisor who attends the court shall take whatever action they think is appropriate in the circumstances to resolve the complaint, and the complaint shall be resolved on that basis. The umpire supervisor shall inform both the complainant and the person the subject of the complaint of the action taken.
 5. No further action will be taken regarding a complaint unless the umpire supervisor considers that the complaint should be referred to the committee for further consideration. Any complaint that is to be referred shall be reported to the committee member on duty immediately after the game has finished. The report shall include the nature of the complaint, the action taken to resolve the complaint and the reasons for the referral.
 6. The committee will consider the referred complaint at the next meeting. (The committee meets on the second Tuesday of every month, except for January.) It will decide what action (if any) is to be taken in respect of the complaint. That decision shall be final.
 7. The committee may decide to investigate the complaint further and, where appropriate, deal with it in accordance with the procedures set out in the Association's Constitution.
 8. **As a general rule, no complaints raised by a coach, team manager or club official after a game has finished will be considered.** The committee member on duty may, in exceptional circumstances, consider a complaint made after a game has finished. A decision made by the committee member as to whether a complaint made after a game is to be considered shall be final.