

## **WEST NORFOLK NETBALL LEAGUE**

WNNL continually amend all their policies to fall in line with EN rules/policies.

Codes of Conduct and Disciplinary Regulations were updated by EN in September 2013 and copies can be found on the EN website or from Jo Walton.

Both Jo Walton and Linda Rumbold attended a day long course outlining the above.

### **WNNL OFFICIAL GRIEVANCE POLICY/PROCEDURE (Updated April 2017)**

Grievance means an informal expression of dissatisfaction with the actions or behaviour of a Member/Team or Connected Participant. The individual/team raising a Grievance will not wish to follow formal Disciplinary Procedures for the Grievance but wants to resolve the situation informally. Procedures for informal resolutions of Grievances are not set out in EN Disciplinary Regulations and are left to the discretion of the organisation or individual receiving the Grievance.

1. Grievance must be in writing and sent/handed/emailed to the relevant committee member.
2. This committee member will then address the matter with the full Committee and the complaint will be entered in a log.
3. A letter will then be sent to the person/team about whom the complaint has been made. This will notify them that a complaint has been received (see attachment No 1).
4. The person/team who has been the subject of the complaint can respond in writing to the Committee within 14 days of receiving notification of the complaint.
5. If necessary reports will then be requested from all parties concerned in the grievance.
6. The Committee will then review the reports and a decision will be made on any relevant action required.

NB: The Committee will only address complaints received through the official channels. In extenuating circumstances, if the Committee repeatedly hear of complaints against a specific person/team and the matter is deemed urgent, the Committee reserve the right to issue a letter (see attachment No 2) to that person/team inviting them to attend an informal meeting with the Committee to discuss the comments. In the case of a complaint against an individual player, they may be accompanied by their team captain or other team member.

Attachment No 1

**WEST NORFOLK NETBALL LEAGUE**

TO: XXXX

DATE .....

Dear x

**Ref Grievance Procedure – Log No.**

Please note the Committee has received an official complaint on (date) regarding (yourself/your team) from (XXXX), a copy of which is enclosed. This matter is now under review and you will be contacted in due course. As per paragraph 4 of the Grievance Procedure, you may respond in writing to the Committee within 14 days of the date on this letter.

Yours sincerely

Linda Rumbold

WNNL Chair

Attachment No 2

**WEST NORFOLK NETBALL LEAGUE**

TO: XXXX

DATE .....

Dear X

The Committee has received several unofficial complaints/comments reference (yourself/your team). It is now felt that the situation should be addressed and the Committee invite you to an informal meeting to discuss the matter. (In the case of a complaint regarding a named player, you may be accompanied by your team captain or another team member). Please contact the Committee Secretary (XXXX) to arrange a date and time suitable to all parties.

Yours sincerely

Linda Rumbold

WNNL Chair