



Complaints Policy

Netball Portugal is responsible for setting and maintaining the standards of service delivery to our members, stakeholders and the wider public and is committed to dealing with any complaint equitably, comprehensively and in a timely manner.

Dealing with General Complaints

The emphasis of the General Complaints Procedures of Netball Portugal shall be on the early resolution of problems with a minimum of disruption to members.

- All complaints shall be dealt with sympathetically, fairly, and honestly.
- Responses to complaints shall be as full and detailed as possible.
- If Netball Portugal, employees, volunteers, or usual processes are found to be at fault that shall be acknowledged, and the complainant shall be informed of any future action to be taken to prevent similar problems occurring again.

1. General Complaints

A general complaint that is not linked in any way to an action that might be associated with a criminal, disciplinary, anti-doping or safeguarding offence is defined as:

- an expression of dissatisfaction about an action (or inaction) or decision (or policy) of Netball Portugal as a corporate body, or by one of its employees, or by a Director or other volunteer acting in any capacity on behalf of Netball Portugal
- a complaint may initially be made verbally (the complainant shall be asked to follow it up in writing in the majority of cases), or in writing, either by letter, or e-mail

A person making a complaint is usually referred to as “the complainant”. Complaints can come from any sphere of your activities. They may come from a member, another organisation, a parent/guardian, or a member of the general public. Irrespective of where the complaint originates this standard process should be used.

Whistleblowing

Netball Portugal is committed to setting and upholding the highest possible standards with regard to our corporate governance, behaviour at work, service to members and the general public and in all our working practices.

To ensure this, Netball Portugal encourages employees to report their concerns about poor or dishonest practice, illegal acts, or failures to comply with our required standards of work, without fear of reprisals or victimisation.

Netball Portugal ‘Whistleblowing Policy’ should be followed when reporting such concerns.

2. Who will deal with complaints:

In all cases the complaint shall be directed to the most appropriate person as indicated by the guidance below (where time and workloads allow):

Person/body against whom the complaint is made	Initial response	Response to the Complaint	Additional/subsequent response if complaint not satisfied
A corporate body or one or more of its Directors	Standard letter, or email confirming receipt of the complaint and the position/department to whom the complaint has been referred	Chief Executive	Chair
Chief Executive Officer		Chair or CEO line manager	Board/Executive
Employee		Line Manager	CEO unless the CEO is the line manager then the matter shall be referred to the Chair
Person working on behalf of NP in self-employed capacity, or as a volunteer e.g., coach, tournament official, committee member		The member of staff responsible for the relevant area of work e.g., Performance	CEO Chair or other Director/Executive member with a lead responsibility

3. Process

All general complaints shall be acknowledged in writing by letter or email usually within 3 working days. The acknowledgement shall confirm the person to whom the complaint has been directed and inform the complainant of the procedure that shall be followed in dealing with the matter and if possible, the likely timescale. A standard initial response format should be used.

The person receiving the complaint shall either deal with it themselves or pass it to the appropriate person to deal with, as shown above.

The person dealing with the complaint shall:

- Determine the facts of the matter as required, the actions to determine the facts shall vary on a case-by-case basis
- Keep the complainant informed of progress with regard to their complaint, particularly important if there is likely to be a delay in answering the complaint for any reason
- Write to the complainant answering their concerns and giving explanation(s) where appropriate within 10 working days from receiving the forwarded acknowledgment, unless a longer period is required in order to obtain information

If the complainant is not satisfied with the response the person who has dealt with the complaint shall endeavour to resolve any further issues raised and shall respond again in writing.

In the event that the complainant is still not satisfied, the complaint shall be referred to the subsequent responder as indicated in the table or their equivalent. Any subsequent correspondence shall be dealt with within the same timescales.

Netball Portugal shall not enter into lengthy and extended correspondence with the complainant once the original complaint and any subsequent substantive issues have been answered and/or resolved as far as Netball Portugal is concerned. The Chief Executive or Chair as appropriate should bring the matter to a close, in the most amicable way possible, if they believe that nothing shall be gained by either party through continuance of the discussions.