

Complaints and Disciplinary matters.

Complaints relating to league matches, please contact your league secretary **in writing** (which includes email) within 72 hours of the match being played. (e.g. playing an illegal player.)

Complaints regarding umpiring specifically should be referred to the umpiring secretary **in writing** (which includes email)(e.g. an umpire not turning up). In the main, the officiating umpire deals with On-Court behaviour during the game or under the rules and regulations of that competition.

Please do not phone with complaints.

Where complaints are made all parties will be expected to produce signed copies of EN Codes of Conduct.

Some complaints should be referred to the Disciplinary Secretary. This may be such things as:-

- Non-compliance with EN codes of conduct
- Refusal to comply with DBS disclosure request.
- Any breach of EN's Equality Policy and guidelines, or the Anti-Bribery policies.
- During competition, if a player has been suspended; if the behaviour is repeated or serious; if an umpire or official suffers any form of abuse or coercion, including intimidation; if a player/umpire/official has used obscene, offensive, insulting or abusive language; if there is any discriminatory action concerning ethnic origin, race, religion, age, gender, sexual orientation, disability.

In these situations, a more formal process is followed in accordance with EN Disciplinary Regulations and processes. For full details of these procedures and how to access them go to England Netball / Governance. (on top line)

<http://www.Englandnetball.co.uk/Governance>

Then follow menus - Enjoy Ensure Entrust – Enjoy - Disciplinary Regulations - Codes of Conduct and Disciplinary Regulations.

If you need advice on a more serious concern, please contact Cornwall Netball disciplinary secretary – Ali Shipwright 01872 396207, 07919 926866, shipwright2@sky.com

Grievances can often be sorted out on an informal basis with mediation. Cornwall Netball can help with this, just contact either Natasha Howard or Ali Shipwright.

Allegations regarding Children, Young People and Adults at risk are dealt with under England Netball's Safeguarding and Protecting Young People in Netball and Adults at risk Guidelines, procedures and policies. In this situation please contact Cornwall Netball safeguarding officer,

Di Wainwright. 07890 950902 ensafeguarding@outlook.com