

ENGLAND NETBALL

	Complaints and Feedback Policy	
	Responsible Officer	Director of Finance & Corporate Resources
	Group Owner	Executive Team
	Date Created / Modified	May 2018
	Version	1.1
	Review Date	May 2020
	Applicable for	This policy is mandatory. Members of the public and service users who want to complain, comment, provide a compliment or provide feedback.
	Summary	This policy provides information on England Netball's Complaints and Feedback Policy. It explains the organisations aims and objectives and outlines how it is intended to achieve them.

Version Control:

Person Responsible	Version and summary of changes	Date

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POLICY STATEMENT

- 1.1 It is the policy of England Netball to take seriously all complaints received from members of the public and service users.
- 1.2 All complaints will be followed up by an investigation. Where the complainant does not wish to provide their contact details, the complaint will still be processed and an investigation will take place where enough evidence is available to substantiate the complaint.
- 1.3 England Netball is committed to providing a high standard and continually strives to meet public expectations. From time to time things can go wrong or are perceived by others to have gone wrong. When this happens we will:
 - Treat the complaint and the complainant with respect and dignity and deal with them fairly and sympathetically
 - Deal with the complaint swiftly, thoroughly, impartially and confidentially
 - Adopt a positive approach by using the complaint as an opportunity to take actions to improve the service we provide
 - Provide an effective response and ensure, where appropriate, the cause of the complaint is addressed.
- 1.4 Any member of staff or volunteer may receive a comment or a compliment. England Netball welcomes this type of feedback. Any comments or compliments should be forwarded on to the Compliance Manager at England Netball Head Office. It is the responsibility of designated managers in conjunction with the Compliance Manager to decide if a comment or compliment requires any further action. This may include a written response and informing the volunteer or staff member who it concerns.
- 1.5 England Netball is a membership organisation which works with autonomous Regional Management Boards and County Netball Associations. As members, each of these bodies are encouraged to adopt and abide by England Netball policies and regulations. However, each of the autonomous bodies as well as clubs, leagues are accountable for their own affairs and in some cases a separate complaints and feedback policy may be used, but the same principles in this policy statement apply.

DEFINITION

- 2.1 This policy is intended to contribute to the effective and efficient operation of England Netball, by providing a means of receiving comments and complaints from service users.
- 2.2 Comments and complaints include suggestions and compliments.
- 2.3 A compliment is a positive remark about a service or an individual.
- 2.4 A comment or feedback is a suggestion or observation regarding services provided or a gap in service.

- 2.5 A complaint is an expression of dissatisfaction about the actions, decisions or apparent failings in the service provided.

GENERAL PRINCIPLES

- 3.1 Provide a consistent approach when dealing with comments and complaints throughout England Netball.
- 3.2 Provide a system whereby comments and complaints can be dealt with promptly, fairly, politely and with understanding in all aspects of the service provision.
- 3.3 Provide a confidential system that service users, volunteers and staff have confidence in.
- 3.4 Provide a standard, auditable and traceable process for the organisation and users.
- 3.5 Encourage England Netball volunteers and staff to have a positive attitude towards comments, compliments and complaints received from service users or the public
- 3.6 Provide a means of collecting comments or complaints about England Netball, so that improvements can be made and where possible information regarding comments and complaints is published for the public to see.
- 3.7 Complaints are dealt with by regions and co-ordinated through England Netball Head Office for logging and collation of documentation. Each complaint or comment will be allocated a unique reference number and records maintained in accordance with data protection laws.
- 3.8 England Netball volunteers and staff are representing the organisation during their day to day work and every act will reflect upon the organisation good or bad.
- 3.9 Every staff member or volunteer should be prepared to receive comments or complaints regarding the level of service England Netball is providing. The initial contact is important and will set the tone for how the service user feels they have been treated by the organisation.
- 3.10 For more information on dealing with feedback, complaints or comments please see section 5 of this policy note – dealing with complaints and comments.

HOW TO COMPLAIN

- 4.1 The organisation deals with all users in a fair and equitable manner. A wide variety of methods for making a comment or a complaint are available to people.
- 4.2 By writing a letter to England Netball Head Office or to the Compliance Manager listed on the England Netball website
- 4.3 By sending an email to the Compliance Manager at complaints@englandnetball.co.uk

- 4.4 By asking an England Netball member of staff or volunteer to write your complaint down and forward it to the Compliance Manager at Head Office.
- 4.5 By using the complaints and feedback form which is attached to this policy or available on the website
- 4.6 It is important for England Netball volunteers and staff to recognise the variety of contact methods available, as each person's abilities and needs vary.
- 4.7 The person first contacted by the service user with a comment or complaint is responsible for ensuring the matter is brought to the attention of a Manager or the Regional Secretary, who will then follow the procedure outlined in this policy note.
- 4.8 Unacceptable actions/aggressive behaviour- whilst fully supporting the right to complain, we expect our staff and volunteers to be treated courteously at all times. Violent or abusive language or behaviour towards them is unacceptable. Where there is a threat or use of physical violence or verbal abuse towards our staff or volunteers, all direct contact with the complainant will cease and the behaviour may be reported to the police.

DEALING WITH COMPLAINT AND COMMENTS

COMMENTS AND COMPLIMENTS

- 5.1 Any member of staff or volunteer may receive a comment or a compliment. These should be forwarded on to the Compliance Manager at England Netball Head Office to be filed appropriately.
- 5.2 It is the responsibility of designated managers in conjunction with the Compliance Manager to decide if a comment requires any further action. This may include a written response and informing the volunteer or staff member who it concerns.
- 5.3 The response can be actioned with support from the Compliance Manager at England Netball Head Office.

COMPLAINTS

5.4 **Stage 1- Local Resolution**

Most comments and complaints can be dealt with and resolved quickly at the initial point of contact informally. The main principle is to seek early resolution, resolving complaints at the earliest opportunity and as close to the point of service delivery as possible. Any England Netball member of staff or volunteer can deal with a complaint at this stage.

5.5 **Stage 2- Complaint investigated by nominated manager**

Where it has not been possible to achieve resolution under stage 1 or the complaint is more complex and requires detailed investigation, the complaint will be handled under stage 2 of the process. A stage 2 investigation aims to establish all the facts

relevant to the points made in the complaint and to give the complainant a full, objective proportionate response.

- 5.6 Where a complaint is made under stage 2, a complaint form should be completed and sent to the Compliance Manager at England Netball by post or email. A complaint form is attached in appendix A.
- 5.7 A Manager from England Netball will be nominated to deal with the complaint and investigation.
- 5.8 The following timescales apply under stage 2 of the complaint procedure: -
- A formal acknowledgement of the complaint will be sent within 5 working days.
 - A full reply will be provided after an investigation within 20 working days.
 - If a full response cannot be provided within the time set out above due to a more complex investigation, an update will be provided with an expected completion date.
- 5.9 If the complainant is dissatisfied with the response given under stage 2, they can request a review of the complaint and investigation by a senior member of England Netball management team.

5.10 Stage 3- Complaint and investigation reviewed by member of the Executive Team or a Board Member.

Where the complainant remains dissatisfied with the response provided under stage 2 of the complaints procedure, they can request a review of the complaint and investigation. Stage 3 of the complaints procedure involves a member of the Executive Team or Board conducting a review of the stage 2 investigation and the response provided.

The following timescales apply under stage 3 of the complaints procedure: -

- A formal acknowledgement of the review under stage 3 will be sent within 5 working days.
 - A response will be provided after the review has been completed within 20 working days.
 - If a full response cannot be provided within the time set out above due to a more complex review, an update will be provided with an expected completion date of the review under stage 3.
- 5.11 Where a complainant has exhausted the complaints procedure and continues to dispute the outcome of their complaint, they will be advised that no further discussion will take place on this issue, unless they can provide new information relating to the complaint.

ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY
Complainant	Person or organisation who lodges the complaint.

Receiving person	Person (member of staff or volunteer) who initially received the complaint and is responsible for notifying their Line Manager or the Compliance Manager at England Netball.
Investigating Officer	The nominated Manager who is responsible for investigating the complaint under stage 2 of the Complaints and Feedback Policy Note. The Investigating Officer is responsible for responding to the complainant and for the correct storage, data recording and confidentiality.
Reviewing Officer	Either an Executive Officer or a Board Member from England Netball who is responsible for stage 3 of the complaints and feedback procedure. This responsibility includes reviewing the investigation and response already provided under stage 2 of the procedure.
Compliance Manager	Employed by England Netball and is responsible for monitoring, collecting data on comments and complaints received. The responsibility also includes logging, identifying and supporting Managers who are tasked with dealing with complaints under the policy note.

TRAINING FOR STAFF, VOLUNTEERS AND BOARD MEMBERS

- 7.1 For most staff and volunteers, training will include familiarisation and understanding of the Complaints and Feedback Policy Note. Where further training is required to effectively deal with comments and complaints, this can be provided by their Line Managers through organised training events regionally.
- 7.2 Line Managers or volunteers who will be responsible for conducting stage 2 investigations or who regularly interact with members of the public in their role, will require additional training. Appropriate training will be identified and provided by England Netball.

COLLATING DATA FROM COMMENTS AND COMPLAINTS

- 8.1 England Netball keeps records of comments received and complaints made regarding the service provided.
- 8.2 Upon conclusion of a complaint, Managers must forward to the Compliance Manager all paperwork used and received during the complaint and any subsequent investigation. This information will be stored confidentially in accordance with Data Protection Laws, and the England Netball privacy policy for the use of statistics and reports to the Executive Team and Board Members in their remit of ensuring good governance in England Netball.

AUDIT AND REVIEW

- 9.1 The policy is designed to allow the use of feedback from our service users with the aim of improving the service we deliver.
- 9.2 The Compliance Manager will review the information gathered from feedback received and complaints and will consider whether our services could be improved.
- 9.3 This policy note will be reviewed within a specified period as deemed appropriate by the policy owner, but no longer than 2 years or when external influences occur such as legislation.
- 9.4 Specific audits may be undertaken of any part of the process, at the discretion of an England Netball Executive Officer.

RELATED DOCUMENTS

- 10.1 Complaints and feedback form (Appendix A)
- 10.2 Complaints flow chart (Appendix B)

Appendix A

COMPLAINT OR FEEDBACK FORM

If you have a complaint or feedback regarding England Netball policies, practice, decisions or service please complete this form and return it to the Compliance Manager at England Netball, SportPark, 3 Oakwood Drive, Loughborough LE11 3QF. It can also be emailed to complaints@englandnetball.co.uk

If your complaint or feedback relates to a local netball provider, please refer to them in the first instance as England Netball has no jurisdiction over them. If you require further

