| What is your concern or complaints about? | | Who to contact | | How your concern or complaint will be handled |
|---|---|---|---|---|
| Is it a Safeguarding issue concerning Children, Young People or Adults at Risk? | Y | Raise concerns or complaint ASAP<br>with the **England Netball Lead Safeguarding Officer.**<br>When a Child, Young Person or Adult at Risk is identified at serious risk of harm or abuse<br>**Refer immediately to the Police Call 999** | → | The England Netball Lead Safeguarding Officer will assess if the concern is a safeguarding issue and if so, it will be dealt with under the<br>**England Netball Safeguarding Regulations.** |
| Is it a breach of the Competition / League Rules and Regulations? | Y | Send written complaint to the appropriate Competition Officer | → | The Competition Officer will handle and respond to the complaint in accordance with the Competition Rules and Regulations |
| Is it feedback (including compliment) or complaint about service received? | Y | Send written feedback or complaint to the organisation providing the service. This could be a club, league, county, region or England Netball. | → | The organisation will handle and respond to the complaint or compliment in accordance with the organisation **Feedback & Complaints Policy** |
| Is it a breach of the England Netball Codes of Conduct? | Y | Send written complaint to the **England Netball Compliance Manager** | → | The **England Netball Compliance Manager** will assess if the concern is a potential breach of the England Netball Code of Conduct and if so, it will be dealt with under the **England Netball Disciplinary Regulations**.<br>**Any matters undergoing Police Investigation will, in the first instance, take precedence over any EN Disciplinary Procedures** |
| Do you :<br>- have genuine reasons why you cannot use the above policies and procedures.<br>- have reason to believe that these policies are not being properly applied.<br>- Believe there is a public interest aspect e.g. criminal offence, suspected fraud, disregard for legislation etc. | Y | Send written complaint to the **England Netball Compliance Manager**. | → | England Netball will handle and respond to the complaint in accordance with the **Whistleblowing Policy** |

N → Is it a Safeguarding issue concerning Children, Young People or Adults at Risk?

N → Is it a breach of the Competition / League Rules and Regulations?

N → Is it feedback (including compliment) or complaint about service received?

N → Is it a breach of the England Netball Codes of Conduct?

N → Do you :