

How do I report a complaint?

<u>If the report involves child abuse</u>	<u>If the report does not involve child abuse</u>
<ul style="list-style-type: none"> • Step 1 -Complainant tells a person in a Position of Responsibility and Authority from the relevant Affiliate about their complaint. • Step 2 - Person in a Position of Responsibility and Authority talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person • <u>CALL 000 IF THE CHILD IS IN IMMEDIATE DANGER</u> • Step 3 - Senior Person documents Complaint. If the complaint is not already reported to Police and or external agency. Senior person reports complaint • Step 4 - Senior Person reports complaint to NV's Affiliate Services Team • Step 5 - NV Reports to relevant external authority as appropriate 	<ul style="list-style-type: none"> • Step 1 -Complainant tells a person in a Position of Responsibility and Authority from the relevant Affiliate about their complaint. • Step 2 - Person in a Position of Responsibility and Authority talks to Complainant and identifies facts, records, explains next steps and reports to Senior Person • Step 3 - Senior Person documents Complaint.

What should I expect during the investigation?

<u>If the report involves child abuse</u>	<u>If the report does not involve child abuse</u>
<ul style="list-style-type: none"> • Step 6 - NV determines whether Affiliate or NV appropriate to resolve complaint. Provisional Action taken if required. • Step 7 - Affiliate (or NV if NV considers appropriate) conducts internal investigation of complaint unless otherwise requested by external agency. • Step 8 - Provisional Action Taken (if required and not already taken). 	<ul style="list-style-type: none"> • Step 4 - Affiliate involved conducts internal investigation of complaint unless otherwise requested by external agency • Step 5 - Provisional Action Taken if required and deemed appropriate <p>Once the investigation is complete, a determination is made and if the claim is substantiated, a penalty is issued</p>

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If I'm still concerned whilst the investigation is ongoing, what action should I take?

[Click here](#) to inform someone at Netball Victoria.



How to Report a Complaint Fact Sheet

Child Safeguarding Resource Hub

