If you wish to raise a concern or complaint or need help deciding where to refer your concern or complaint contact our Resolution Lead who will look to seek a resolution or provide advice.

**Netball Dorset Resolution Lead – Kelly Browne**

**kelly.browne74@gmail.com**

**Types of Complaint**

* Safeguarding concern
* Competition Rules complaint
* Service provision complaint
* Code of Conduct breach

The resolution procedure for a complaint has two potential stages; informal and formal. Unless serious it is always preferable to seek to resolve a complaint through informal resolution stage at a local level.

**Informal Stage**

All complaints, unless of a serious nature, relating to competition rules and regulations or England Netball services, should try to be resolved informally at a local level. Please contact our Resolution Lead on the details above.

**Formal Stage**

If a problem cannot be resolved informally, if the issue involves allegations of serious misconduct, or the complainant wishes for the matter to be handled formally, the complaint should be handled under the formal process and the Appropriate Authority and relevant policy identified.

If a complaint is to progress to a formal stage the relevant Appropriate Authority and correct policy under which to handle the complaint



**Key Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **England Netball** | **Region** | **County** | **League/Competition** |
| Lead Safeguarding Officerbesafe@englandnetball.co.uk01509 277911 | Region (Netball South West) Resolution Lead:**Sarah Lewis****Sarah.netball.1981@gmail.com** | County (Netball Dorset) Resolution Lead:**Kelly Browne****kelly.browne74@gmail.com** | Chairs contact details for Bournemouth, Poole, SWDNL and NDNL leagues can be found here:[http://netballdorset.co.uk/media/](http://netballdorset.co.uk/media/Dorset%20Netball%20Contacts%20Aug%2021.pdf)[Dorset%20Netball%20Contacts%20Aug%2021.pdf](http://netballdorset.co.uk/media/Dorset%20Netball%20Contacts%20Aug%2021.pdf) |
| Compliance Managercomplaints@englandnetball.co.uk01509 277911 |  |  |  |