



South Australian United Church Netball Association Inc.

Incident Report Procedure

Incidents are classified as those of a less serious nature, eg “the GA called me a blah blah” or “the court surface at blah blah made my knees bleed” etc.

Reports can only be raised by the Club Secretary, Officiating Umpire or Association official, **not a coach, team manager, parent or spectator.**

1. Within 48 hours after the incident, the Club Secretary must email full details to the opposition Club Secretary. and copy in saucnacomplaints@gmail.com. Include player position and names if relevant and known, along with both umpires' names.
2. Club receiving the incident report must investigate and reply within 5 days of receipt. Reply must copy in saucnacomplaints@gmail.com.
3. SAUCNA complaints officer to record details and outcome for future reference if required.
4. If the resolution is unsatisfactory, complaints officer to take to board for consideration.
5. If there are multiple complaints against the same player/team/club/umpire/official/spectator, complaints officer to take to board for consideration.

Formal Complaint Procedure

Formal complaints are of a more serious nature, eg “the GD punched me in the face” or “the umpire was verbally abusive” etc.

Reports can only be raised by the Club Secretary, Officiating Umpire or Association official, **not a coach, team manager, parent or spectator.**

1. Within 48 hours after the game the complaint must be sent to saucnacomplaints@gmail.com for investigation.
2. Complaints Officer will conduct a thorough investigation of the complaint by contacting the opposition secretary and include the request for statements from the opposition club and both umpires as well as checking the incident report register for prior complaints. Clarification of any issue may be sought by contacting the complainant through their secretary.
3. Response to the request for information must be received by the Complaints Officer within 5 days of the request being sent.
4. If necessary, Complaint Officer will convene a hearing with both parties. The hearing will be heard by a panel of 3 independent officials at least one of whom should be an active umpire.
5. Once a resolution is finalised, either from the Complaints Officer or the Hearing Panel, the outcome will be communicated to both clubs through their secretary.

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