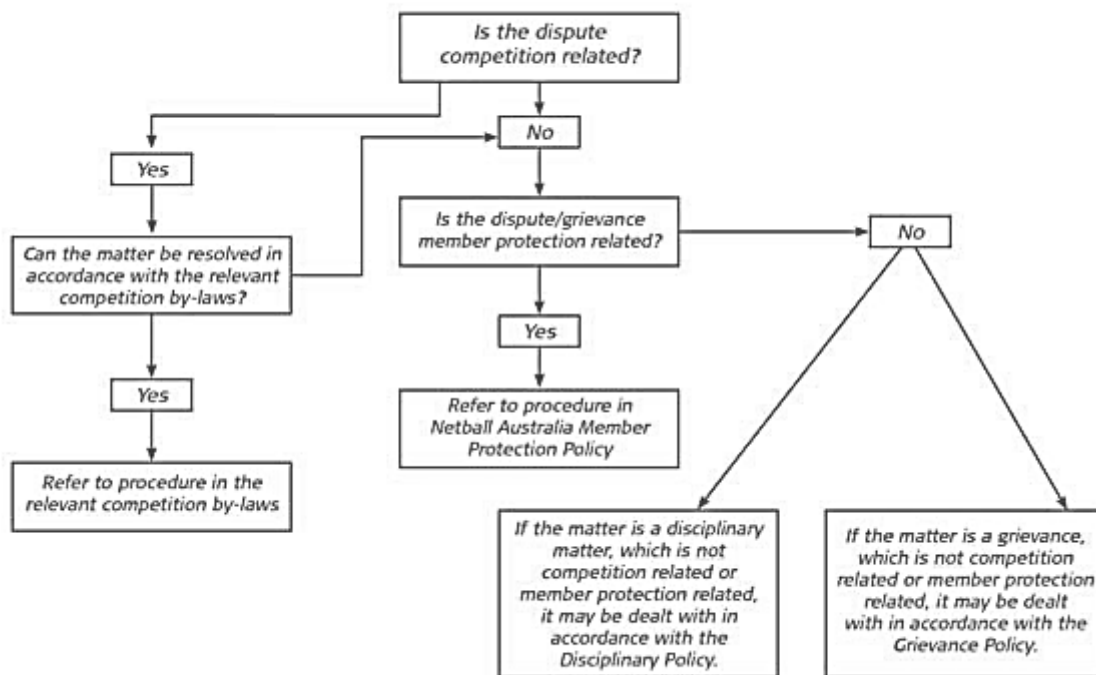




INCIDENT COMPLAINT PROCEDURE

This Incident Complaint Procedure is part of the Competition Regulations.

DISPUTE RESOLUTION PROCESS FLOW CHART



Upon receipt of a Complaint Form, the Hearing Officer will send an acknowledgement email to the complainant advising that the complaint has been received and that the investigation process will commence.

If there is a determination by the Hearing Officer that an investigation is required, the Hearing Officer will call a Hearing Panel of two or more Darwin Netball Association Management Team members. Depending on the nature of the complaint will depend on whether the Complainant will be dealt directly with the Complainant/Respondent or through the Complainant's/Respondent's club.

The Hearing Panel will ensure that the complaint will be investigated with professionalism, objectiveness and without bias.

The Hearing Officer shall have the following duties:

- Confirm that the Complainant has entered all the details of the alleged offence(s) on the Complaint Form and that all the particulars in connection with the complaint have been noted.
- Notify the Respondent, through the club president/secretary, that a complaint has been made.



Darwin Netball Association

- (c) Provide the Respondent with a copy of the Complaint Form and ask them to respond by completing the Respondent Form detailing their version of events.
- (d) Assess the complaint, together with any associated reports and correspondence, to determine whether any further investigation is required.

If the Hearing Officer determines that further investigation is required, the following steps are to be taken:

- (a) The Complainant will be interviewed and the information obtained from the interview documented in writing by the Hearing Panel.
- (b) The information obtained from the interview with the Complainant will be conveyed to the Respondent in full. The Respondent will be interviewed and the information obtained in response to the complaint documented in writing by the Hearing Panel.
- (c) If there is a dispute over facts, statements from witnesses and other relevant evidence will be obtained.

The Hearing Panel will make a finding as to whether the complaint is:

- (a) Substantiated (there is sufficient evidence to support the complaint).
- (b) Unsubstantiated (there is insufficient evidence to support the Complaint).

If the Hearing Panel makes a finding that the complaint is substantiated, the Hearing Panel must determine what offence(s) the Respondent is to be charged with under the Regulations.

Based on the finding of the Hearing Panel, the Hearing Panel may:

- (i) Determine that no disciplinary action is required and dismiss the complaint; or
- (ii) Make a determination in relation to the complaint and impose the appropriate penalty in accordance with Part V of the Regulations; or
- (iii) Determine that the matter should proceed to a Hearing.