



---

## COMPLAINT / INCIDENT PROCEDURE

---

### Before Proceeding

Please refer to the DNA Code of Conduct Offences Policy.

### Complaints Handled by On Court Umpires During a Match

- It is the responsibility of players to ensure that they are physically and technically prepared in a manner that enables them to play the game, comply with the rules and participate safely in a sporting and fair manner. This includes responding to rulings made by the umpires and adjusting play accordingly.
- It is the responsibility of those who coach or teach the game to ensure that players are prepared in a manner that ensures compliance with the rules of the game as well as an understanding of both sporting behaviour and safe practices.
- The umpires are able to request the team captain to speak to any on court player/s whose behaviour is causing concern.
- The umpires control a match according to the rules and decide any matter not covered by them. Their decisions are final and are given without appeal (5.2.1).
- Umpires may hold time to speak to players about their behaviour (5.2.1 vii).
- Umpires may hold time to request the team captain to speak to any on court player/s whose behaviour is causing concern (5.2.1 ix).
- The umpires may hold time or extend an interval if considered appropriate. (9.3.2 c) disciplining a player, team official or bench player.
- (13.1 i) to manage a match the umpires may in addition to the normal sanction, use any of the following actions:
  - Caution a player – a player is advised that the behaviour specified must change.
  - Issue a warning to a player – a player is warned that suspension will follow if the player continues to infringe the foul play rule.
  - Suspend a player – a player who is suspended takes no part in play for two minutes of playing time.
  - Order a player off – a player who is ordered off takes no further part in the match.

Complaints that have been handled or penalised on court by the umpires are not to be escalated to the DNA Management Team for consideration. The DNA Management Team considers that if the incident has been controlled and penalised by the umpires on court, then the matter has been finalised.

### **Refer to Rules of Netball 2020 Edition**

[https://netball.com.au/sites/default/files/2020-01/INF\\_NETBALL%20RULE%20BOOK%20MANUAL%202020.pdf](https://netball.com.au/sites/default/files/2020-01/INF_NETBALL%20RULE%20BOOK%20MANUAL%202020.pdf)



# Darwin Netball Association

## Complaints Handled by Club to Club

- On court unsportsmanlike behaviour eg. rude, aggressive, unfair, dismissive, disrespectful. Includes expressions of excessive, obvious disappointment with an umpire's decision or with an umpire making the decision. This does not prohibit the team captain from asking an umpire to provide an explanation for a decision during a break, or anybody from commenting on the umpires' performance in an official complaint.
- On court verbal inappropriate/offensive language or behaviour eg. use language that is obscene, offensive or insulting and/or the making of an obscene gesture. This includes swearing and offensive gestures which are not directed at another person such as swearing in frustration at one's own poor play or fortune. The extent to which such behaviour is likely to give offence shall be taken into account when assessing the seriousness of the breach.
- Behaviour or an incident that occurred at the club level or involves people operating at the club level, the complaint is to be reported to and handled by the relevant club.

## Complaints Handled by Darwin Netball Association (DNA)

The DNA is a non profit organisation and is managed by a committee of volunteers and the email account and office are not attended during business hours during the Dry Season Competition and only adhocly during the Wet Season (October – November) and off season (December – March).

Incidents may occur before, during or after the conduct of the Tournament, Competition, Activity or Event and within the confines of the CDU Marrara Netball NT Facility excluding the carpark and surrounds.

- Physical or verbal abuse of an umpire.
- Gross breach of Code of Conduct eg. unacceptable, unpleasant, objectionable, offensive actions or behaviour.
- Fighting.
- Spitting.
- Threatening or intimidating a person.
- Deliberately endangering the health and safety of any player, spectator, supporter or official (incidents involving blood/body fluids)

## Completed Complaint/Incident Form – relates to a complaint

All complaints to be considered by the DNA are to be submitted in writing using the Complaint/Incident Form or via email through your Club President. The form is located on the DNA website. The Club President will then send to the DNA.

Please send the completed form to DNA within 72 hours of the incident occurring to [Darwin.netball@gmail.com](mailto:Darwin.netball@gmail.com). If complaints are received after this time period, the DNA will be unable to investigate and substantiate the allegations and will accept the complaint for information with no further action. The reporting time of 72 hours is taken from Netball Australia's Tribunal Rules.

## Completed Complaint/Incident Form – relates to an injury

Please send the completed form to DNA within 72 hours of the incident occurring to [Darwin.netball@gmail.com](mailto:Darwin.netball@gmail.com).

If the incident relates to an injury please refer to the Netball Australia Personal Injury Claim Form and process which can be found at [https://vinsurancegroup.com/netball/wp-content/uploads/sites/26/2021/11/2021-22\\_NetballAust\\_SportsInjuryClaimForm\\_V2.pdf](https://vinsurancegroup.com/netball/wp-content/uploads/sites/26/2021/11/2021-22_NetballAust_SportsInjuryClaimForm_V2.pdf)



# Darwin Netball Association

## Hearing Officer

In relation to this process the Hearing Officer is the DNA Vice President. In relation to complaints, the DNA Vice President also liaises with the DNA President on all matters.

## Review Process – Hearing Officer

Please refer to the DNA Competition Regulations.

## Hearing Panel

The Hearing Panel consists of the following DNA MT members:

- DNA Vice President (Chair)
- DNA President
- DNA Umpire Coordinator

## Unsubstantiated (insufficient evidence to support the complaint)

If the Hearing Panel makes a finding that the complaint is unsubstantiated as there is insufficient evidence to support the complaint and determine that no disciplinary action is required and dismisses the complaint. The Hearing Officer will provide an email response to the Complainant and the Responder.

## Substantiated (sufficient evidence to support the complaint)

If the Hearing Panel makes a finding that the complaint is substantiated, the Hearing Panel will determine what offence(s) the Respondent is to be charged with under the Regulations and in conjunction with the DNA Code of Conduct Offences Penalties Policy.

## Complaints Escalated to Netball NT

In the event that there is a conflict of interest in relation to the complaint and the Hearing Officer/Hearing Panel a meeting is sought with the Executive Officer Netball NT to consider if the complaint is to be passed on to Netball NT for investigation.