



Geelong & District Football Netball League (GDFNL)

Official Grievance / Complaint Form

IMPORTANT INFORMATION (PLEASE READ BEFORE COMPLETING)

- This form is for **formal complaints** in line with GDFNL, Netball Victoria, and Netball Australia policies.
 - Where appropriate, matters should first follow:
 1. Self-management
 2. Club-level resolution
 3. Game Day Supervisor involvement
 - This form must be submitted within **3 business days** of the incident.
 - Complaints are assessed under relevant policies (e.g. Member Protection, Safeguarding, Code of Conduct, Competition Regulations).
 - **Serious matters (e.g. child safety or illegal activity) must be reported directly to police.**
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1. COMPLAINANT DETAILS

- Full Name: _____
- Club: _____
- Role: Player Coach Official Volunteer Spectator Other: _____
- Phone: _____
- Email: _____

I wish to remain anonymous (*note: this may limit investigation*)

2. RESPONDENT (PERSON/S COMPLAINT IS ABOUT)

- Name(s): _____
 - Club (if applicable): _____
 - Role: Player Coach Official Spectator Other: _____
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3. INCIDENT DETAILS

- Date: ____ / ____ / ____
- Time: _____
- Venue: _____
- Competition / Grade: _____

- Match ID (if known via PlayHQ): _____
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4. TYPE OF COMPLAINT

Please select the most relevant category:

- Code of Conduct Breach
 - Competition / Match Conditions Issue
 - Umpiring Behaviour Concern (*not rule interpretation*)
 - Player / Team Official Behaviour
 - Spectator Behaviour
 - Discrimination, Harassment or Bullying
 - Safeguarding / Child Safety Concern
 - Other: _____
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5. POLICY / RULE BREACH (IF KNOWN)

(Helps align with Netball Victoria / GDFNL frameworks)

- Member Protection Policy
 - Safeguarding Children & Young People Policy
 - Code of Conduct (Community Netball)
 - Competition Regulations / By-Laws
 - Unsure
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6. INCIDENT DESCRIPTION (FACTUAL ACCOUNT)

Please provide a clear, factual description:

- What happened
 - Who was involved
 - Sequence of events
 - Any actions or words used
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(Attach additional pages if required)

7. ACTIONS TAKEN PRIOR TO THIS COMPLAINT

(Aligns with Netball Vic expectation of escalation pathway)

- Attempted to resolve directly (self-management)
- Spoke with Coach / Team Manager / Club Official
- Game Day Supervisor notified **during match**
- Matter discussed informally with League Representative
- No prior action taken

Details:

8. WITNESSES

- Name: _____ Contact: _____
 - Name: _____ Contact: _____
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9. SUPPORTING EVIDENCE

(Important for PlayHQ / formal complaint review)

- Photos
 - Video footage
 - Written statements
 - PlayHQ match data / scoresheet
 - Emails / messages
 - Other: _____
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10. OUTCOME SOUGHT

What resolution are you seeking?

- Explanation / clarification
- Mediation
- Formal investigation
- Disciplinary action (if breach established)
- Other: _____



Details:

11. DECLARATION

I confirm that:

- This complaint is made in good faith
 - The information provided is true and accurate to the best of my knowledge
 - I understand the complaint will be handled in accordance with GDFNL and Netball Victoria policies
 - Name: _____
 - Signature: _____
 - Date: ____ / ____ / _____
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SUBMISSION PROCESS

- Submit via Club Delegate (preferred), or directly if required
 - Email: geelongdfnetball@gmail.com
 - Acknowledgement will be provided within **2 business days**
 - Respondent will be given **up to 3 days to respond**
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FOR OFFICIAL USE ONLY (GDFNL)

- Date Received: _____
- Received By: _____
- Within Jurisdiction: Yes No
- Policy Applied: _____
- Referred to: Complaints Manager Executive-Committee
- Outcome: _____