

Complaints Procedure

For general concerns, feedback and complaints

Document Owner	Junior Netball
Approved by	Brett Daynes (Designated Safeguarding Lead)
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Applies to	All Board members, Regional Coordinators, Head Coaches, coaches, volunteers and members of Junior Netball

This procedure is for general complaints about Junior Netball — for example about a session, communication, booking or payment. If your concern is about the safety or welfare of a child, please use our Safeguarding Children Policy instead, and contact the DSL directly rather than following the steps below.

Step 1 — Talk to us informally

Most things can be sorted out quickly with a conversation. Speak to the coach on duty, or email info@juniornetball.co.uk, and we will aim to respond within 3 working days.

Step 2 — Put it in writing

If you're not happy with the outcome, or the issue is more serious, please email your complaint to the DSL at safeguarding@juniornetball.co.uk, including:

- What happened, including dates and locations.
- Who was involved.
- What outcome you are looking for.

We will acknowledge your complaint within 3 working days and aim to respond in full within 15 working days. If it will take longer, we'll tell you why and give you a new timeframe.

Step 3 — Ask for a final review

If you remain unhappy with the response, you can ask for it to be reviewed by the other co-owner before a final decision is confirmed — so if Brett handled your complaint, Janice Daynes will review it, and vice versa. As a small, two-person organisation we don't have an independent third party to escalate to internally; if a complaint can't be resolved this way and relates to safeguarding, you always have the right to raise it directly with children's social care, the police, or the NSPCC Helpline (0808 800 5000), regardless of where things stand with us.

Our commitment

- Every complaint is taken seriously and treated confidentially.
- We will not treat a child, or their family, differently because a complaint has been made.
- Where a complaint raises a possible safeguarding issue, it will be passed to the DSL immediately and handled under our Safeguarding Children Policy alongside this procedure.

Not sure which route to use?

If it's about a child's safety or a coach's behaviour towards a child, always go straight to the DSL — safeguarding@juniornetball.co.uk / 07359 050152.