

Complaint – dealt with in situ

Stage 1

Complaint logged
within 7 days of
incident to

Stage 2

League
Committee

Acknowledge of
Complaint – 5 days

Response in writing
within 20 days

Complaint
Resolved?

Yes

Complaint Closed
and Filed

No

Escalation from
League committee
in writing within 10
days

Bedfordshire County Netball Complaint Process Map

Vs 3 Date: 3/04/2024

Appendix B



Bedfordshire County
Committee

Acknowledge
email

Response in writing,
copying the League
Committee within 28days

No

Escalation required by
the Bedfordshire County
Committee writing
within 10 days

Stage 3

England Netball

Yes

Complaint Closed
and Filed

Stage 1 – Not of serious nature, resolve in situ without formal investigation but reported to Secretary and kept on file

Stage 2 - Complaint requirements

In writing within 7 days of incident to relevant league (Must be acknowledged within 5 working days)

Provide Name, witness(s) and contact details, along with identified facts, any discussions or verbal agreements and photographic evidence if applicable.

Resolution: once complaint received the resolution, they must write back to the League of their decision within 7 natural days

All escalation acknowledgement

All parties must copied to any communications with the Complainant (Freedom of Information act?)

NOTE

All complaints and info collected will be kept by the relevant Secretary of the appointed body in line with County GDPR policy. *(copies available upon request)*

Contacts:

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