



**NETBALL  
SCOTLAND**

**RESPECT PROCESS: PANEL**

# **RESPECT: A PROCESS FOR MANAGING A COMPLAINT RELATING TO A BREACH OF POLICY OR RULE: INVESTIGATOR & PANEL**

## **A. PURPOSE**

Netball Scotland will appoint an Investigator and/or Panel of relevant specialists to resolve a complaint to a breach of policy or rule received via the RESPECT: A Process for Managing a Complaint Relating to a Breach of Policy or Rule Complaints Form, and to deal with an appeal to the decision and outcome of the complaint.

## **B. SCOPE: POLICIES, RULES AND REGULATIONS**

The Investigator and/or Panel will only be responsible for resolving those valid complaints against the following policies and rules:

- Equality Policy
- Anti-Doping Policy
- Social Media & Communications Policy
- Anti-Bullying Policy
- Any Code of Conduct
- And any others deemed relevant by Netball Scotland

## **C. APPOINTMENT**

An Investigator and/or Panel will be appointed to resolve a complaint or deal with an appeal as and when required by Netball Scotland. Both the investigation and/or panels will consist of members with no conflict of interest, and, where possible, have no cross over between both.

## **D. RESPONSIBILITIES**

### **i. Complaint Investigation**

The Investigator will investigate the alleged Complaint within the timescales as per Section 4 of RESPECT: A Process for Managing a Complaint Relating to a Breach of Policy or Rule.

### **ii. Panel**

The panel will aim to reach and communicate a decision and outcome on the complaint as per Section 5 of RESPECT: A Process for Managing a Complaint Relating to a Breach of Policy or Rule. The Panel will complete a Decision and Outcome Form ([Appendix 4](#)).

### iii. Appeals

The Panel will deal with the appeal within the timescales as per Section 6 of RESPECT: A Process for Managing a Complaint Relating to a Breach of Policy or Rule.

The Panel will complete an Appeal Decision Form ([Appendix 5](#)).

# APPENDIX

1. **RESPECT: A PROCESS FOR MANAGING COMPLAINTS**
2. **RESPECT COMPLAINTS FLOW CHART**
3. **RESPECT COMPLAINTS FORM**
4. **RESPECT DECISION & OUTCOME FORM**
5. **RESPECT APPEAL DECISION FORM**