



London Mavericks Netball Club Complaints Policy (2026/27)

1. Purpose

The London Mavericks are committed to creating a safe, inclusive and high-performing environment for all players, staff, volunteers, and supporters.

This policy provides a clear, fair and transparent process for raising, managing and resolving complaints.

2. Scope

This policy applies to all individuals engaged with the London Mavericks.

3. Principles

- Fairness
- Confidentiality
- Impartiality
- Timeliness
- Safeguarding First
- Respect

4. Types of Complaints

Complaints may include conduct, communication, selection, or operational issues.

Safeguarding concerns will be escalated immediately.

5. Informal Resolution

Concerns should be raised informally where appropriate.

6. Formal Complaint Process

Complaints must be submitted in writing including details, evidence and desired outcome.

7. Acknowledgement & Timelines

- Acknowledged within 5 working days
- Reviewed within 10 working days
- Completed within 28 working days

8. Investigation

Handled by departmental manager or independent panel where appropriate

All parties may provide evidence and be heard

9. Outcomes

Written outcome including findings, rationale and actions

10. Appeals

Appeals within 14 days based on new evidence, process error or unreasonable outcome

11. Vexatious Complaints

Action may be taken against false or malicious complaints.

12. Confidentiality

Handled sensitively and shared only where necessary.

13. Record Keeping

Managed securely in line with GDPR

14. Continuous Improvement

Complaints will be used to improve processes and culture.