





Office Use Only

Complainant/Respondant are aware of how to access the Member Protection Policy or have been provided with a copy

Options for resolution have been advised to complainant; - Select resolution option that applies

- Informal resolution with respondant directly
- Informal resolution at Club level - President/Coach
- Mediation hosted by committee member or 3rd party with/without support person
- Nominated PHNA or 3rd party Complaint Handler to further Investigate complaint
- Additional information sought relating to complaint
- An interim arrangement - temporary seperation of parties
- Escalation to PHNA Hearing Tribunal
- Escalation to Netball WA
- Option to refer complaint to an external agency
- Authorities contacted if required

**\*The following do not apply if an informal resolution is achieved\***

Has a copy of this complaint been given to the respondant (ommitting confidential information) e.g. contact details etc...

Has the complaint been captured in the complaint register

Has the complaint been scheduled to be discussed in the next committee meeting

Has the Member Protection Officer been notified of complaint type and intended resolution pathway

Which PHNA Committee member will handle this complaint?   
Follow up date:

**Additional Information:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Committee Member

*This form has been adapted for the use of PHNA as per the Netball Australia Member Protection Policy  
Information on this form is sensitive and must be handled accordingly*