

Grievance Procedure

The Carnival Committee encourage good relationships amongst players, parents, coaches, team managers and committee members.

It would be preferable that there is open communication between, coaches, managers, parents, and players.

If there is a grievance with any aspect of MHNA Representative Netball, the following procedure/s are recommended to be followed to address concerns.

To ensure your concerns / ideas are handled in an effective way, the following guideline could be followed:

- Make an appointment to talk to the relevant person concerned,
 - ie. the Coach or Team Manager of your player's team or other relevant person
- Let the person know what the discussion is about,
- Be prepared to have a calm conversation,
- Maintain confidentiality.

If the above is not possible or of a sensitive nature and /or if you feel that the issues are not resolved, put your concerns in writing, with all the relevant information available addressed to the Carnival Committee email carnival.mhna@outlook.com

This will be handled by a selected panel to resolve these issues.

- You may be invited to come together with the Grievance Panel/BOM and the parties involved to discuss your concerns.

(The Grievance Panel will be made up of persons with neutrality)

Some matters cannot be resolved instantly or may be of a more sensitive nature and may require further follow up with the Carnival Committee or the Mid Hills Board of Management.

All matters will be taken seriously and treated confidentially.