



Netball WBOP Zone Complaints Policy

The Netball Waikato Bay of Plenty (WBOP) Zone Complaints Policy is currently under review after a period of Netball WBOP Zone operating under the administration of Netball New Zealand (NNZ).

1. Matters which may be referred to Judiciary Committee:

As per the Netball WBOP Zone [Constitution](#):

The following matters may be referred for investigation and determination by the Judiciary Committee in the sole discretion of the Board:

- a) an allegation by the Board or by a Netball Centre, a Zone Representative, an Officer, a Life Member or any Appointed Personnel that a person falling within any of those categories has:
 - i. breached, failed, refused or neglected to comply with a provision of the NNZ Constitution, the NNZ Regulations, this Constitution, the Regulations, or any other policy, resolution or determination of the NNZ Board, a Council Meeting or General Meeting, the Board or any committee, or any rules of an Event; or
 - ii. acted in a manner unbecoming of a Member or of a person having the relevant status or position referred to in paragraph (a), or prejudicial to the objects and interests of NNZ, the Zone Entity and/or Netball; or
 - iii. brought NNZ, the Zone Entity and/or Netball into disrepute; or
- b) an appeal from a decision of a Netball Centre by a person who has received a penalty or an adverse finding in disciplinary proceedings conducted by that Netball Centre, provided that the person has first exhausted all avenues of appeal available under the constitution or other rules or regulations of the Netball Centre;

2. Judiciary Committee Process

While the Complaints Policy review process is underway, the Netball WBOP Zone Board adopts the Judicial Committee Process as outlined in the NNZ Regulations, which can be viewed [here](#).

3. Supporting Complaints involving Netball Centres, Schools, and Clubs

When concerns or complaints relate to Centres, Schools, and Clubs rather than our organisation directly, our role is to provide guidance and support rather than investigate or determine outcomes.

Netball WBOP Zone's role is to:

- Refer individuals to the appropriate Centre, school, club, or organisation's complaints process, as these bodies are responsible for managing and resolving complaints involving their members.

- Act as a sounding board, offering advice and support to help people think through their options and next steps.
- Provide guidance on relevant Netball New Zealand regulations, policies, guidelines, and rules that may help inform the situation.
- Encourage a collaborative and solution-focused approach, including:
 - Communicating factually and respectfully rather than emotionally.
 - Considering whether the concern is best addressed through informal feedback and process improvements, or whether a formal complaint is appropriate.
 - Recognising that all parties generally want positive experiences and outcomes, even when perspectives differ.
- Remain impartial and neutral. We do not take sides and may provide advice and support to individuals on different sides of the same incident or concern.
- When a concern relates to a Centre, ask whether the person is comfortable with us letting the Centre know they have contacted us.
- Respect confidentiality and handle sensitive information appropriately, while recognising that information may need to be shared where there are legal, safeguarding, or organisational obligations to do so.
- Where a matter involves child safeguarding concerns, manage the concern in accordance with the Netball New Zealand Child Safeguarding Policy.
- Offer support to Centres where appropriate, including:
 - Guidance on relevant rules, regulations, and policies.
 - Advice on managing and working through situations.
 - Examples of clear, constructive communication with members.
 - Coach, umpire, or volunteer support.
- Consider proactive communication to all Centres, especially when trends or recurring issues emerge. This may include sharing reminders, resources, or guidance relating to Netball New Zealand or Sport New Zealand policies, regulations, and good practice. This approach can help support Centres and prevent future issues without spotlighting a specific incident.

Our aim is to support constructive resolution, ensure people are directed to the correct process, and help promote positive experiences across the netball community.

Approved by the Board of Netball WBOP Zone on 18 August 2026