



Netball Hong Kong, China

Handling of Complaints Policy

1. Core Objectives & Importance

Netball Hong Kong, China (NHKC) is responsible for addressing complaints in a professional and timely manner. Handling complaints properly builds trust and confidence in the national sports association (NSA), providing vital opportunities to identify areas for improvement and make necessary operational changes.

- **Commitment:** NHKC is fully committed to maintaining a clean, transparent, and professional environment for all international and local athletes. All incoming complaints are acknowledged within 3 working days. Every issue is investigated impartially, objectively, and without bias toward local or external parties to protect rights on and off the court.
- **Accessibility:** Straightforward, language-accessible, and barrier-free channels are provided for international athletes to voice their concerns. Whether currently in Hong Kong or competing abroad, athletes can easily submit feedback or complaints via a secure online portal, direct email, or telephone. All guidelines are written clearly to ensure quick navigation without encountering administrative hurdles.
- **Encouragement:** International athletes, coaches, and team officials are strongly encouraged to speak up against any form of misconduct, corruption, unfair athlete selection, or sexual harassment. Raising concerns is vital to fostering a safe and ethical sporting culture in Hong Kong. NHKC treats all reports with the highest level of seriousness and strives to provide a safe space to report irregularities.

2. Complaint Handling Mechanism

To ensure that all complaints are dealt with fairly and transparently, NHKC maintains a structured handling mechanism:

2.1 Clear Channels

NHKC maintains secure, dedicated communication lines specifically monitored by a complaint-receiving officer. International athletes can securely lodge grievances from anywhere in the world via email.

2.2 Explicit Instructions

To submit a complaint, athletes can simply send an email directly to **nhkc@netball.org.hk**. Complainants are advised to include crucial details (such as the nature of the incident, dates, involved parties, and any supporting evidence). Emails sent to this address will be evaluated by the Executive Committee to ensure proper governance and resolution.



2.3 Expected Timeframe

NHKC strives to issue an initial formal acknowledgement of any complaint within 3 working days. A full investigation will be conducted thoroughly, and NHKC strives to provide a definitive resolution or status update within 28 working days of initial receipt.

2.4 Written Findings

Transparency is paramount. Upon final closure of the investigation, a comprehensive, formal Written Findings report will be issued in English directly to the complainant. This official letter clearly outlines the evidence reviewed, the final decision reached, and any corrective actions taken or policy improvements implemented.

2.5 Key Improvements for International Athletes

- Institutional Accountability: Establishes executive oversight to assure international athletes that issues will not be compromised by local team dynamics or coaching staff.
- Strict Timelines: Adds a transparent timeline structure, aiming for a 3-day acknowledgment and 28-day resolution.
- No Bureaucracy: Simplifies the entry barrier by directing communication to nhkc@netball.org.hk, minimizing cultural or administrative confusion for overseas stakeholders.

3. Whistleblower Protection & Confidentiality

- Strict Commitment to Safety: NHKC formally commits to handling all complaints and reports of misdeeds—especially the identity of complainants—in strict confidence.
- Protection Against Sanctions: NHKC strives to ensure that no punishment or disciplinary sanction will be given for disclosures made with a reasonable belief that the information is true at the time it is disclosed.
- Retaliation Protection: NHKC strives to protect persons filing complaints from all forms of retaliation, disadvantage, or discrimination within the association linked to or resulting from their complaints.