

# Code of Conduct



## Introduction

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Our club would like to encourage players (at any age) to learn and enjoy playing netball and your role, as parents/guardians/spectators, has a tremendous impact on your child's experiences as he or she participates in the sport. Winning is fantastic and we all enjoy being able to celebrate the wins with our kids, however learning how to cope with a loss or a call that did not go your way is equally as important, if not more. There will always be frustrations and we want them to learn how to channel these into improving their game not, feed into feelings of hopelessness or anger. As guardians/spectators, we must model positive behaviour in these situations.

## Who This Applies To

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This Code covers all parents, guardians and spectators of our club at all times.

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As a parent, guardian or spectator of our club, you acknowledge your responsibility to:

- Remember that young people participate in sport for their enjoyment and benefit, not yours.
- Encourage children to participate, do not force them.
- Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
- Respect officials' decisions and teach children to do likewise. A person other than a coach or club official who has a complaint must report their complaint immediately to the coach or club official of their team. It is then for the coach, team manager, or club official to decide whether the complaint should be reported.
- Focus on the child's efforts and performance rather than winning or losing.
- Never ridicule or scold a young player for making a mistake.
- Positive comments are motivational.

- Support the efforts to remove verbal and physical abuse from sporting activities.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- Show appreciation for volunteer coaches, officials and administrators. Without them, your child could not participate.

## How to Report Issues

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**LYVNA Complaints Procedure:** A complaint about the behaviour of another person during a game.

The aim of this procedure is to address any complaints immediately.

1. Complaints about the behaviour of a player, coach, scorer, umpire or spectator during a game may only be made by a coach or club official of a team competing in that game. A complaint made by any other person will not be addressed.
2. A person other than a coach or club official who has a complaint must report their complaint immediately to the coach or club official of their team. It is then for the coach or club official to decide whether the complaint should be reported.
3. If the coach or club official has a complaint about the behaviour of a player, coach, scorer, umpire or spectator, they must report the complaint immediately (i.e. during the game) to an umpire supervisor or to a committee member on duty at the time. An umpire supervisor will attend the court where the game is being played to address the complaint.
4. The umpire supervisor who attends the court shall take whatever action they think is appropriate in the circumstances to resolve the complaint, and the complaint shall be resolved on that basis. The umpire supervisor shall inform both the complainant and the person the subject of the complaint of the action taken.
5. No further action will be taken regarding a complaint unless the umpire supervisor considers that the complaint should be referred to the committee for further consideration. Any complaint that is to be referred shall be reported to the committee member on duty immediately after the game has finished. The report shall include the nature of the complaint, the action taken to resolve the complaint and the reasons for the referral.
6. The committee will consider the referred complaint at the next meeting. (The committee meets on the second Tuesday of every month, except for January.) It will decide what action (if any) is to be taken in respect of the complaint. That decision shall be final.
7. The committee may decide to investigate the complaint further and, where appropriate, deal with it in accordance with the procedures set out in the Association's Constitution.
8. As a general rule, no complaints raised by a coach, team manager or club official after a game has finished will be considered. The committee member on duty may, in exceptional circumstances, consider a complaint made after a game has finished.  
A decision made by the committee member as to whether a complaint made after a game is to be considered shall be final.

## Together

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By following this Code, we all contribute to a positive and creative environment. Let's work together to be respectful and welcoming for everyone