



COMPLAINTS POLICY: NETBAL NEDERLAND

1.0 INTRODUCTION

- 1.1 Netbal Nederland is responsible for setting and maintaining the standards of service delivery to our members, stakeholders, and the wider public. We value and endorse the principles of good sports governance and consider it important that anyone with a complaint about the actions or omissions of a volunteer, or the organization itself is heard appropriately.
- 1.2 Netbal Nederland is committed to dealing with any complaint equitably, comprehensively, and in a timely manner. The emphasis of our Complaints Procedure shall be on the early resolution of problems with a minimum of disruption to members.
- 1.3 Netbal Nederland will report annually on the number of complaints and how they have been handled in its annual report.
- 1.4 All complaints shall be:
- A. Dealt with sympathetically, fairly, and honestly.
 - B. Responded to as fully and detailed as possible.
 - C. Acknowledged if Netbal Nederland, its volunteers, or usual processes are found to be at fault.
 - D. Used to inform improvements in our services and prevent similar problems from occurring in the future.

2.0 DEFINITIONS

In this Policy, the following definitions apply:

- A. **Defendant:** Any department/person to which the Complainant's Complaint relates, where the activities are performed by the department/person for and under the responsibility of the Federation, including as a volunteer.
- B. **Board:** The Board of Directors (*Bondsbestuur*) of the Federation.
- C. **Complaint:** Any written (including by email) expression of dissatisfaction by the Complainant with regard to the actions and/or omissions of a department and/or a person who (whether or not on a voluntary basis) performs work for and under the responsibility of the Federation.
- D. **Complaints Procedure:** The present complaints procedure of the Federation.



- E. **Complainant:** Anyone over the age of 18 or their authorized representative who has submitted a Complaint and has a significant interest in the acts and/or omissions that are the subject of the complaint.
- F. **Federation:** Netbal Nederland (NNL).
- G. **General Secretary:** The support office designated for the administrative handling of a Complaint.
- H. **Bond Council:** The supreme legislative and oversight assembly of NNL.

3.0 SCOPE

- 3.1 This Complaints Policy applies exclusively to general administrative complaints that are not linked in any way to an action that might be associated with a criminal, disciplinary, anti-doping, or safeguarding offence (these are redirected to ISR).
- 3.2 This Complaints Policy does not apply to complaints or disputes arising from:
- A. Legislative or constitutional decisions made by the organs of the Federation..
 - B. The commercial, employment, or contractual relationship between the Complainant and the Federation.
 - C. Active civil or criminal legal proceedings.
 - D. Severe integrity or systemic malpractice whistleblowing cases, which are covered exclusively by Netbal Nederland's separate 'Whistle-Blowing Policy'.

4.0 SUBMITTING A COMPLAINT

- 4.1 A Complaint must be submitted in writing, to the attention of the General Secretary at the following e-mail address: info@netbalnederland.nl (*secretary email address to be added at a later date*)
- 4.2 The Complaint must contain at least:
- A. The legal name and physical address of the Complainant.
 - B. The date of filing.
 - C. A clear, factual description of the Complaint.
 - D. The name of the Defendant(s) involved.
 - E. A digital signature of the Complainant.
 - F. The Complainant's NNL membership number (if applicable).

5.0 INITIAL RESPONSE

- 5.1 All complaints shall be acknowledged in writing by email by the General Secretary within three (3) working days. The acknowledgement shall confirm the person to

whom the complaint has been directed and inform the complainant of the procedure and timeline.

- 5.2 To ensure zero conflict of interest and uphold the Code of Good Sports Governance, the intake of claims will follow the following track:

Implicated Party	Preliminary Handler	Resolution Decision Maker	Unsatisfied Escalation Pathway
NNL Volunteer, Coach, Official, or Committee Member	NNL General Secretary	Board Director responsible for that area	Independent Director unlinked to the matter
The Federation, or a sitting Board Director	Confidant Advisor / VCP or NNL Bond Council	The NNL Bond Council	The NNL Bond Council

6.0 ASSESSMENT

- 6.1 The Board or the VCP may appoint an independent Complaints Officer to handle the investigation, notifying the Complainant immediately upon assignment.
- 6.2 If formal requirements under Article 4 are missing, the Complainant has twenty-one (21) days to rectify the omission. Failure to fix omissions within 21 days results in a declaration of inadmissibility].
- 6.3 A Complaint will **not** be processed if it:
- Relates to a matter already settled under this policy where no new facts have arisen.
 - Relates to situations governed by separate sports-justice regulations (e.g., ISR, Doping).
 - Is filed entirely anonymously, without verifiable objective evidence attached.
- 6.4 A statute of limitations applies if the events occurred more than one (1) year before submission. If a complaint is rejected at assessment, a formal decision must be issued within two (2) months.

7.0 INVESTIGATION PROCESS

- 7.1 The assigned investigator shall determine the facts objectively and keep the complainant informed of progress. The investigator will provide a formal progress



update to the complainant within ten (10) working days, with the final binding decision issued within two (2) months.

- 7.2 If processed, the Defendant receives an exact copy of the complaint and must be given a reasonable opportunity to respond in writing.
- 7.3 Both the Complainant and the Defendant are entitled to have an advisor assist them during proceedings. Voluntary mediation may be recommended by the investigator only if both parties provide explicit written consent.
- 7.4 Pursuant to Article 17a, Lid 6 of the NNL Statuten, the Board retains the authority to issue an immediate, temporary order measure against any party during an active complaints process. This measure constitutes an operational policy protection, is not a final disciplinary sanction, and remains binding for the duration of the investigation.
 1. If the Board issues a temporary order measure, the Defendant has the right to be heard before the measure is enacted, unless emergency circumstances strictly forbid it.

8.0 DECISIONS AND APPEALS

- 8.1 The formal final decision issued by the resolving authority will declare the complaint either:
 - A. Well-founded in whole or in part.
 - B. Unfounded.
- 8.2 The decision must be delivered to both parties in writing, containing the complete findings and a substantiated legal opinion. Decisions must be finalised within two (2) months of the initial filing date.
- 8.3 In strict accordance with Article 19.5 of the NNL Statuten, the Complainant holds a fundamental right to appeal. Appeals must be lodged in writing with the independent **NNL Appeals Committee (*Commissie van Beroep*) within six (6) weeks** of receiving the decision.

9.0 RESOLUTION

- 9.1 Netbal Nederland shall not enter into lengthy and extended correspondence once a substantive issue has been formally answered and the statutory appeal window has passed. The Chairperson of the Board or Bond Council shall formally bring discussions to a close if no new facts exist.

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10.0 GDPR AND PRIVACY

- 10.1 Personal data of all involved parties will be processed and locked in strict accordance with the Dutch *Algemene Verordening Gegevensbescherming* (AVG).
- 10.2 A confidential, non-public report containing the positions, statements, and testimonies of the parties will be archived at NNL headquarters. Parties have a legal right to inspect relevant documents free of charge.
- 10.3 In strict compliance with the AVG, personal details and tracking logs contained within the complaint file shall be securely retained only for as long as necessary to complete the procedure and its subsequent appeal windows. Files shall be deleted or permanently anonymized following final case closure, unless an active civil or criminal proceeding legally mandates preservation.

11.0 COSTS

- 11.1 No administrative costs or processing fees will ever be charged to a member for filing a complaint.

12.0 POLICY REVIEW

- 12.1 This policy is a formal regulatory instrument authorized under Article 34 of the NNL Statuten. Amendments can only be enacted following a drafting review by the Board and a formal majority ratification vote by the NNL Bond Council.
- 12.2 This policy comes into effect the day following approval by the Bond Council / Ledenraad

13.0 DOCUMENT HISTORY

Version 01: Policy formation

Version 02: Rewrite conform NOC*NSF requirement

Document updated by: Delle Benton	Version: 2.0	Date: 26/07/26
Approved by Board: Dominique Gunnink		Date: 01/08/26
Approved by Council: Approved	Votes: 8/8	Date: 23/08/26