



Feedback and Complaints-London & the South East Region Netball Association

If you wish to raise a concern or complaint or need help deciding where to refer your concern or complaint, contact our Resolution Lead who will look to seek a resolution or provide advice.

Resolution Lead: Tania Legore

Resolution Lead contact details: t_legore@hotmail.com 07960 761180

Types of Complaint

- Safeguarding concern
- Competition Rules complaint
- Service provision complaint
- Code of Conduct breach

The resolution procedure for a complaint has two potential stages: informal and formal. Unless serious, it is always preferable to seek to resolve a complaint through informal resolution stage at a local level.

Informal Stage

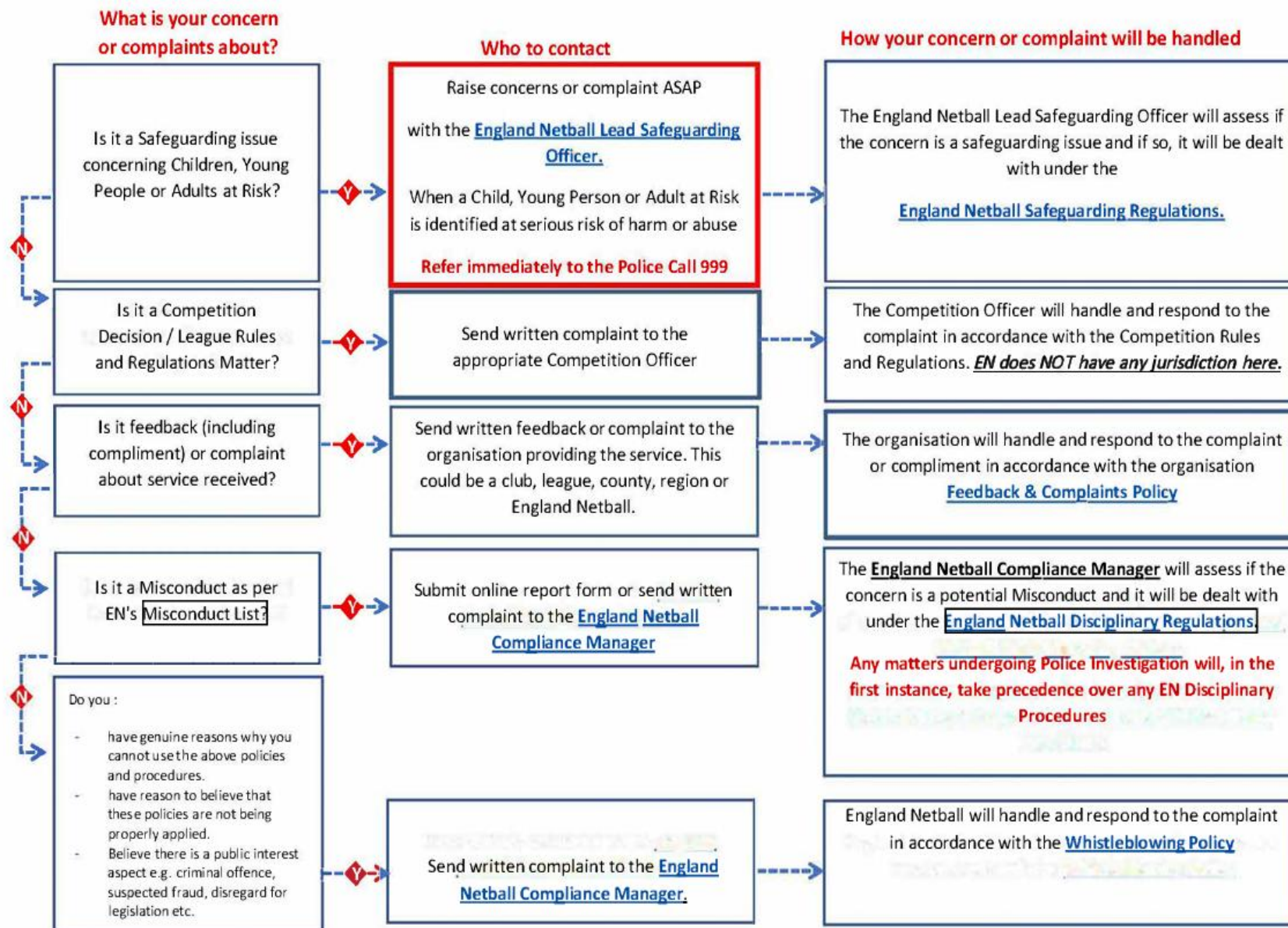
All complaints, unless of a serious nature, relating to competition rules and regulations or provision of services by England Netball, London & the South East Region Netball Association, or a club within London & the South East Netball Association, should try to be resolved informally at a local level. Please contact our Resolution Lead on the details above for any help or advice, or direct your complaint to the relevant contact set out in the flowchart below.

Formal Stage



If a problem cannot be resolved informally, if the issue involves allegations of serious misconduct, or the complainant wishes for the matter to be handled formally, the complaint should be handled under the formal process and the Appropriate Authority and relevant policy identified.

If a complaint is to progress to a formal stage, the relevant Appropriate Authority and correct policy under which to handle the complaint are set out in the flowchart below.





Key Contacts

England Netball	Region	League/Competition
Lead Safeguarding Officer besafe@englandnetball.co.uk 01509 277911	Region Resolution Lead Tania Legore t_legore@hotmail.com 07960 761180 London & South East Region Regional Officee Francesca Akano Francesca.Akano@englandnetball.co.uk	Regional League, U14 & U16 Regional Leagues & National Schools Laura Pawley lp@gumersalls.co.uk 07952 186434
Compliance Manager complaints@englandnetball.co.uk 01509 277911		

September 2026