

Complaints Procedure and Process

Version 1

Approved by SNA Board
20/08/2025

Initial Complaint

Initial Complaint received by SNA Administration 6:00pm the day proceeding the Match, unless extenuating circumstances exist.

Acknowledgement Email sent advising the Head of Complaints has been appointed to investigate the complaint and an outcome will be advised in writing within 4 days.

Primary Investigation

Initial Complaint forwarded to the Head of Complaints.
This panel shall consist of a minimum 3 people to investigate further.
The Head of Competitions Committee can use SNA Committee Members from any existing committee, they can also use a person from outside SNA when agreed by the SNA Board

Investigation Required:

- Suitable check of Player HQ
- Suitable check of the Score Card
- Suitable check of the Rolling Subs Forms
- Suitable check with Members
- Other suitable checks as required
- Histogramphy information obtained
- Request witness statements

Complaints Panel Investigation & Review of the Initial Complaint

Investigation NOT Required

Decision

Proven

Penalty Issued in accordance with the relevant Policy or Tribunal Assembled

Unproven

No Further Action to be taken

Email sent to relevant part and club advising of the outcome of the complaints and the reasons for the outcome