

# Complaints Guidance

## Consideration of Complaints

Complaints will be considered by the WHNL Executive Committee for investigation using the following guidance. All complaints must be submitted using the WHNL complaints form:

### Complaints Form

Complaints will need to fall under one of 5 categories:

- Player conduct: which will be determined by one player repeatedly infringing one or more subsection of Rule 13.2 - Foul Play
- Team conduct: which will be determined by two or more players repeatedly infringing one or more subsection of rule 13.2 - Foul Play
- Umpire conduct: which will be determined by the required standards of qualification for the specific level required for the division being umpired.
- Coach/Team Bench conduct: which will be determined by one or more Coach / Bench player repeatedly infringing one or more subsection of rule 13.3 - Discipline of Team Officials and Bench Players
- Spectators conduct: which for the purpose of the WHNL will be deemed as the same requirements at the coach and team conduct and will be determined by one or more spectator repeatedly infringing on one of more subsection of rule 13.3 - Discipline of Team Officials and Bench Players

In order for complaints to be considered for investigation by the committee the incident must not have been managed on court by the umpires using the available sanctions or game management. This can include but is not limited to:

- Setting sanctions as per the Rule book
- Speaking to individual players or Captains with regards to behaviour to be rectified
- Issuing Cautions/Warnings/Suspensions or Ordering off (see Rules 13.1.1 - 13.1.4)

## Defining Umpiring Standards by Division

In order for Umpire conduct complaints to be considered for investigations there must be evidence that the umpire is not meeting the required standards for the division they are umpiring in.

The WHNL by-laws state that:

- All first division teams must either provide a qualified umpire (C award or higher) or on the agreement of all first division teams playing that match slot and all the qualified umpires involved in the match, a non-qualified umpire who has been put forward for their assessment by their Mentor
- Second division games to be officiated by umpires who have gained their IOA (where applicable) and have taken a C award course either online or as a practical prior to COVID.
- Third division games to be officiated by umpires who have attended either:
  - An IOA online course and attended the Herts practical (or other county equivalent)
  - Obtained IOA but not yet attended a C award course

The following guidance has been developed using the required assessment criteria for both IOA and C award assessments and the information that is taught on those courses for those that are not yet qualified at IOA standard.

#### Division 1

Umpires who have passed their C award assessment must be able to generally:

- Read play and being position accordingly including movement to the goal line, holding position on the side-line and being positioned accordingly for the start of play
- Apply the rules and protocols consistently and effectively in order to maintain acceptable levels of play and maintain appropriate standards of behaviour, using game management where appropriate.
- Judge and apply the appropriate sanctions for minor and major infringements including but not limited to contact, obstruction and footwork

#### Division 2

Umpires who have passed their IOA and attended a C award online course must be able to be mostly:

- use a whistle that is loud enough for the players and co-umpire to hear
- to maintain position with play and be beginning to move around to the goal line
- indicate a goal has been scored and restart the game
- apply the rules in obvious situations such as obstruction, contact, footwork, out of court, offside and
- Maintain the score (if not using scorers) or correctly indicate centre passes.
- Maintain control of the game and use game management techniques where appropriate

#### Division 3

Umpires who have attended an IOA online course and Hertfordshire practical session must be able to be beginning to:

- use a whistle that is loud enough for the players and co-umpire to hear
- to maintain position with play and be beginning to move around to the goal line
- indicate a goal has been scored and restart the game
- apply the rules in obvious situations such as obstruction, contact, footwork, out of court, offside and
- Maintain the score (if not using scorers) or correctly indicate centre passes.
- Maintain control of the game and use game management techniques where appropriate