

Bulleen-Templestowe Basketball Club



Club Policy: Complaints

1. Purpose

This policy explains the approach of the Bulleen-Templestowe Basketball Club (BTBC) for dealing with complaints and grievances.

2. Rationale

Basketball can be an emotional sport for all participants, including players, coaches, referees and spectators.

However, the sport as a whole has established clear boundaries as to what is acceptable behaviour. Where any stakeholder feels they have been aggrieved in some way by any other person or participant, they are entitled to lodge a complaint with the Club and have the matter dealt with in a reasonable and timely manner.

There are a wide range of circumstances that may lead to people being unhappy with another person or circumstance within the Club. This policy defines guidelines under which complaints are managed for a positive outcome for members and the Club as a whole.

3. Definition

The Bulleen-Templestowe Basketball Club (BTBC) adheres to the guidelines and policies laid down by Basketball Victoria for behavioural expectations.

In particular, the Club recognises the following Basketball Victoria guidelines:

1. Codes of Conduct for all participants
2. Member Obligation By-Laws
3. Member Protection By-Laws
4. Participant Protection By-Laws
5. Tribunal By-Laws

These documents (and all other BV By-Laws) can be found at: (<https://basketballvictoria.com.au/policies/>)

It should be noted that this policy does not replace or circumvent in any way the Basketball Victoria Tribunal By-Laws. The tribunal process covers incidents that relate to basketball games or activities, and empowers game officials (only) to make reports that relate to those incidents. The tribunal process remains the primary mechanism for dealing with charges that are formally reported by game officials.

This policy complements the Tribunal By-Laws by providing a mechanism for incidents to be investigated and acted upon where they are not observed by game officials or do not occur in the direct context of a basketball game. It should also be noted that once any game based incident is acted on by game officials and the officials consider the matter dealt with, the Club would only take further action under this policy in exceptional circumstances.

This policy defines a complaint as follows:

- A complaint is a general expression of dissatisfaction with a situation or the behaviours of other person(s) within the Club

All participants at the Club should be aware of the very clear definition of harassment, discrimination or vilification contained in the Member Protection By-Law of Basketball Victoria as under the By-Law, ignorance is not an excuse.

4. Guidelines – Complaints

1. Any person who feels unhappy with the behaviour of another participant should attempt to resolve the matter directly with the other party in a calm and orderly way.
2. Should the person be unable to resolve the matter and wish to take further action they should raise the matter in writing to the Club Director of Complaints who should attempt in the first instance to mediate or resolve the matter. The complaints form is available via the BTBC website.
3. Should a mediation meeting between parties resolve a complaint, then no further action is required.
4. Any person who feels unhappy with an action or outcome with a club program should raise the matter in writing to the relevant Club Director of Complaints.
5. On receipt of written complaint(s), the Director of Complaints shall assess each complaint and if appropriate take whatever steps thought necessary to resolve the matter. This may include forwarding the complaint to the relevant program convenor or referee advisor for resolution.
6. The relevant program convenor or referee advisor shall attempt to mediate or resolve the matter within two weeks of receipt – this may include meetings between affected parties and involve relevant people such as program committee members or director of coaching, if appropriate.
7. Should the program convenor or referee advisor be unable to resolve the issue they should direct the complaint back to the Director of Complaints.

8. Complaints deemed serious by the Director of Complaints should be forwarded in the first instance to the Complaints Officer for investigation and determination.
9. The Complaints Officer will investigate the matter within two weeks of receipt and forward his/her findings and recommendation(s) to the Director of Complaints for attention and final decision.
10. When the recommendations involve a serious sanction; the Director of Complaints can forward the investigation file to the BTBC Board of Management for consideration and final decision.
11. Once a decision is made in respect to any complaint by the Director of Complaints or BTBC Board of Management, the decision is final and there is no appeal process.
12. The Director of Complaints will cause all complaints to be recorded on a Club data base.
13. This policy overrides all other club complaints policies.

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