



SHOALHAVEN BASKETBALL ASSOCIATION COMPLAINT HANDLING POLICY AND PROCESS

Complaint Management Framework

The safety, wellbeing and enjoyment of members during SBA activities is very important to us.

It is also important that there is a clear framework for the management and resolution of issues or conflicts that may arise at Shoalhaven Basketball Association (SBA) and that this is done in a transparent and timely manner.

A clear complaint management framework and procedure is invaluable for all staff, volunteers, coaches, parents and children when issues emerge.

SBA has adopted the Basketball Australia Member Protection Policy and the BNSW Zero Tolerance Policy and associated Codes of Behaviour. Please note that some issues will be dealt with under the BNSW By-Laws and may result in Tribunal action. SBA can also convene an Administrative Tribunal.

Complaint Handling Principles

SBA's aim is for handling of complaints to be fair, just and transparent (i.e. following clear processes and procedures), applying the following principles:

- Treat complaints seriously
- Act promptly
- Treat people fairly and listen to both sides of the story
- Stay neutral
- Keep parties to the complaint informed
- Try to Maintain confidentiality if possible
- Protect against victimisation
- Keep accurate records
- Make decisions based only on information gathered not personal views
- Disciplinary action should be relative to the breach
- Complaint options and steps

Complaints Process

The aim of the complaints processes is to resolve complaints informally, at the level that they occur. At first instance, complaints should be reported to the first point of contact as follows:

ISSUE	FIRST POINT OF CONTACT	SECOND POINT OF CONTACT
Domestic Competitions		
Player issue	Court Controller	Competition & Member Manager
Coach issue	Court Controller	Competition & Member Manager
Referee issue	Court Controller	Referee Supervisor
Parent or spectator issue	Court Controller	Competition & Member Manager
Competition draws or point scores	Competition & Member Manager	
Player registration or payments	SBA Admin Officer	
Representative		
Representative payments	SBA Admin Officer	
Representative referees	Competition & Member Manager	Referee Supervisor
General Rep team issues	Representative Team Manager	Competition & Member Manager
Rep event issue	Court Controller or Referee Supervisor	Event management ie BNSW, Barrengarry Conference
Other		
Staff issue	Competition & Member Manager	SBA Board
Child Protection issue	Competition & Member Manager or MPIO	SBA Board

After speaking to the Points of Contact listed above, if you feel your complaint has not been resolved, please complete the [SBA Customer Feedback Form](#). Once the form is lodged, it will be officially acknowledged by the SBA Member Protection & Information Officer (MPIO).

The person submitting the form may be required to give further information regarding the complaint. Specific information is required, including identifying people involved, the team/s, date and time. Report only the facts.

Member Protection

SBA's Member Protection & Information Officer (MPIO) can assist people understand the complaint handling process and help manage complaints.

MPIO's provide information and options to an individual making a complaint or raising a concern and will also provide support during the process. MPIO's are able to assist players, parents, coaches, officials and employees.

The SBA Member Protection Officer details are available on the SBA website - <https://shoalhavenbasketball.com.au/>

Escalating a complaint

SBA benefits from the support of BNSW to deal with complaints in certain circumstances and subject to the SBA Constitution, such as:

- Where there may be a conflict of interest between a Board Member and any of the parties to the complaint;
- It is beyond the skills of the Board and specific expertise or experience may be required to manage the complaint;
- The complaint has not been able to be resolved by SBA; or
- The issue is more serious than first thought.

The person complaining can contact an external authority at any stage in the complaint process.

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