




HECTORVILLE BASKETBALL CLUB

Grievance, dispute, and complaints handling Policy.

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Authorised and approved by	Sally Coleman 

GRIEVANCE, DISPUTE, AND COMPLAINTS HANDLING POLICY

PURPOSE

Hectorville Basketball Club (**the Club**) is committed to fostering a positive and inclusive basketball community. Its mission is to provide a friendly, family-oriented atmosphere where players of all ages can develop their skills, build confidence, and enjoy the game.

The Club acknowledges that there may be circumstances where players, parents, coaches or others involved in the Club (**'members'**) may raise concerns that need to be addressed to ensure a safe, fair and respectful environment for all participants in the Club.

The aim of this policy is to provide a mechanism for members to raise such concerns and ensure they are dealt with fairly, promptly and efficiently.

SCOPE

This policy applies to all members of the Club.

POLICY

The following steps outline how the Club proposes to resolve grievances, disputes and complaints, and the responsibilities of individuals.

DEFINITIONS

Members: (i) are 18 years or over of age; (ii) participate in competitions and/or activities organised by the Club (whether as a player, parent or family member of a player, coach, assistant, or any other role or function recognised by the Club); and (iii) have paid all fees due to the Club.

Complaints Manager means the person appointed by the Club to assess, investigate, and determine outcomes in relation to Concerns raised under this policy.

Concern means any grievance, dispute or complaint raised by a member, expressing dissatisfaction about any aspect of the Club or its operations.



COMPLAINT HANDLING

Step One: Addressing The Issue Directly

If you are experiencing an issue, and you feel comfortable doing so, you should initially attempt to resolve the issue by discussing it privately and respectfully with that person as soon as possible after it arises. In this regard, we encourage you to speak to your Coach if it is a team related matter at first instance.

If you are not satisfied with the outcome, you may elect to proceed to Step 2.

Step Two: Escalation and Investigation

If the initial Step One is not appropriate in the circumstances, you should put the Concern in writing (with all relevant details) and submit it to the Complaints Manager at hecciesbballconcerns@gmail.com. Please ensure you include your name and preferred contact details so you can be contacted in relation to the Concern.

If it is not appropriate for the Complaints Manager to manage the issue for whatever reason (including conflicts of interest), then the Club Chairperson will determine an alternative person to address the Concern.

The Complaints Manager (or other appropriate person as determined by the Club Chairperson) will assess the Concern and undertake appropriate investigations (if deemed necessary) in an attempt to resolve the Concern in a fair and timely manner. This may include speaking confidentially to other member(s) who may be able to assist in resolving the Concern.

If the Concern relates to the conduct of another member, that person will (if appropriate in the circumstances) be provided with details of the allegations against them and given an opportunity to respond.

Confidentiality by all parties is to be respected at all times within the constraints of the need to fully investigate a Concern.

Step Three: Resolution

After the investigation is complete and all parties have been given an opportunity to provide information, a decision about the resolution of the matter will be reached.

The parties involved will be notified of the outcome and where appropriate, an explanation may be provided but is not a mandatory requirement.

If You Are Dissatisfied

If you are dissatisfied with the Complaint Manager's attempt to resolve a Concern, you may escalate to the Club Chairperson for further consideration.

Concern Withdrawal

Any Concern may be withdrawn at any time. If withdrawn, no further action should be taken unless it is related to possible danger or safety, or a criminal investigation.

Confidentiality

The details of the complaint and related discussions, notes and documents will only be disclosed to people who are relevant to the investigation and resolution process.



External Agencies

This policy is designed to resolve Concerns within the Club. However, nothing in this policy is intended to affect the right of a person to approach an external agency in relation to their Concern.

FURTHER INFORMATION

If you are unsure about any aspect of this policy, or have a question about this policy, please contact the Complaints Manager at hecciesbballconcerns@gmail.com.