

Warragul and District Amateur Basketball Association

Complaints Process

Version 1.0 – August 2025



1. Rationale:

The Board of Directors of the Warragul and District Amateur Basketball Association (WADBA) has a responsibility to ensure that complaints are managed and resolved fairly, efficiently, promptly and in accordance with the Codes of Conduct, processes, and procedures of Basketball Victoria (BV) and WDABA.

2. Aims:

- 2.1. To resolve complaints fairly, efficiently, promptly and in accordance with BV and WDABA Codes of Conduct, processes, and procedures and relevant legislation.
- 2.2. To ensure the complaints process is as transparent as possible while ensuring the protection of complainants and the privacy of those affected.

3. Relevant Documentation

- Reports and Complaints in Basketball – Basketball Victoria
- Child Safeguarding Policy – Basketball Victoria
- Child Safeguarding Code of Conduct – Basketball Victoria
- Basketball Victoria Policies, Procedures and Codes of Practice
- WDABA Policies and Procedures

4. Process Overview

- 4.1. **Electronic Submission** – The complaints process will be initiated by electronic submission only, on the approved form. If an email complaint is received, it can be entered electronically.
- 4.2. **Complaints Flow Process (Appendix A)** – Appendix A provides a visual overview of the complaint handling process.

5. Types Of Complaint

The following identifies who will be accountable for each type of complaint. In addition, the Board of Directors will allocate a portfolio holder who will be responsible for ensuring the issues are addressed appropriately.

- 5.1. **Child Safety – addressed by Child Safety Officer** – ALL complaints that claim that the safety of a minor (under the age of 18) has been placed at risk, or there has been potential child abuse (see definition later). Whether a child safety issue exists in any complaint is decided solely by the Child Safety Officer. Board Portfolio Holder – Association Secretary.
- 5.2. **Junior Squad- addressed by Junior Squad Chair (with Operations Support)** - Complaints against a player or coach of any junior representative team or regarding the squad management processes (e.g. selection of teams or tournament behaviour). Board Portfolio Holder – President.
- 5.3. **VJBL Competition – addressed by VJBL Committee Chair (with Operations Support)** – Complaints against a player or coach of a VJBL team or regarding the VJBL process. Board Portfolio Holder – President.
- 5.4. **Senior Domestic – addressed by Senior Committee Chair (with Operations Support)** - Complaints against a player or coach of any senior representative team or regarding the squad management processes. Board Portfolio Holder – Designated Board Member.

5.5. Domestic Competition Incident Reports – addressed by Referee Coordinator (with Operations Support) -

Complaints regarding incidents that occurred during the WDABA domestic inter-club competition, including technical fouls and complaints against referees. Board Portfolio Holder – Association Secretary.

5.6. Club Operations – addressed by Match Comm Chair (with Operations Support) - Complaints regarding the processes or procedures internal to clubs or between clubs. Referred to the clubs for more information by Operations, addressed to the Match Comm Chair with Operations support. Board Portfolio Holder – Association Secretary.

5.7. Other Operations Issues– addressed by Operations (supported by President or Secretary as needed)- Any complaint that does not easily fit into any of the above categories. Board Portfolio Holder – President.

5.8. Other Issues –all items that do not fit into the above categories - addressed by the Association Secretary.

Important note: one complaint may fall into two or more categories – and in such cases, there would likely be more than one investigation process undertaken to conclude the complaint. The categories of complaints will be stated on the Complaint Form.

6. Initiating Process

6.1. Electronic Submission – ALL complaints **MUST** be initiated using the complaint form, in an electronic form at the WDABA website. If they are sent by email, Operations will enter them into the complaints database.

6.2. Domestic Junior Competition Complaints Via Clubs – All complaints regarding incidents that occurred at domestic club events must be submitted via the Club making the complaint.

The only exception to this is whether a parent or other person reports a child safety issue.

6.3. Acknowledgement – All complaints will be acknowledged as having been received.

7. Complaints Process Steps

Step 1 - Initial Assessment and Distribution – Undertaken by WDABA Operations Management and distributed to the relevant Association leader to address each type of complaint. **Operations Management** will also acknowledge receipt of the complaint to the complainant within 3 working days of receipt.

Step 2 – Recording In Complaints System – **Operations Management** will ensure that the complaint is properly documented in a formal WDABA Complaints System.

Step 3 – Investigation by Relevant Association Leaders – The **relevant Association leader(s)** will investigate the complaint, in a timely fashion, which may include, but not be limited to,

- the initiating complaint,
- responses from parties named in the complaints
- responses from Club officials if relevant
- speaking to the relevant parties about incidents
- speaking to any relevant witnesses.

The relevant Association Leader must identify facts and evidence from the complainant, and all named or affected parties.

Step 4 – Documentation of Findings & Results – The **relevant Association Leader(s)** must document all information gathered and summarize the findings in a standard form approved by the Association. These findings must be filed in the relevant Association Complaint handling files. A summary of findings and outcomes **MUST** also be recorded in the Association Complaint Management system.

Step 5 – Communication of Results and Outcomes with Affected Parties – The outcome of the complaint investigation will be communicated in writing to all relevant affected parties by the Operations Manager. The exception to this process is in relation to Child Safety issues, due to sensitivity, in which case the **Child Safety Advisor** will communicate directly in writing with the affected parties.

Step 6 – Board Reporting – The **Operations Manager** will provide a report to each meeting of the Board of Directors on the status of each complaint, as recorded in the Complaints System, for all complaints that have been received and pending outcomes, and for those that have been completed since the last meeting of the Board.

Step 7 - Possible Application for Appeal (if required) – Any of those involved in the complaints process, individuals, or clubs) may appeal to the Board of Directors for review. Strict limitations apply to appeals – they may only be considered if:

- The process of investigation and conclusions was unfair, or
- The investigation was poorly conducted or
- The investigation was inequitable, or
- Any penalty is inappropriate.

The grounds for appeal must be cited on the Application for Appeal. The decision of the Board of Directors is final. Once any appeal has been addressed, there may be no further appeals against decisions under the WDABA jurisdiction.

Step 8 – Appeal Process – If the **Board of Directors** considers that an appeal is justified, then it will establish a sub-committee to hear the appeal. The Appeal will be heard by three directors who have no conflict of interest in the process, using a method that they decide. The decision of the Appeal subcommittee will be communicated to those involved by the Chair of the Subcommittee.

8. Basketball Victoria Tribunals Process

This process is separate from any referrals to the Basketball Victoria Tribunals process. Incidents referred to the Tribunal may overlap with complaints addressed under this process. Referral to a Tribunal does NOT preclude or replace the process in this document. However, complaints that follow this procedure may ALSO be referred to a BV Tribunal for consideration, in addition to following this process. Referrals for a Tribunal Hearing are made by the Referee Advisor or the Board of Directors.

Tribunals are held under the auspices of Basketball Victoria, and any outcomes apply throughout the state of Victoria. The results of this process apply to WDABA only.

Appendix A – Complaints Flow Chart

