



# Warrandyte Basketball Association

## COMPLAINTS AND GRIEVANCE POLICY

### Purpose

Basketball can be an emotional sport for all participants, including players, coaches, referees and spectators. There are wide ranges of circumstances that may lead to people being unhappy with another person or circumstance.

Warrandyte Basketball Association (WBA) aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against the accused and person/s making the complaint.

WBA aims to provide a simple, confidential, and trustworthy procedure for resolving complaints and grievances in a responsible and timely manner. Investigation into the nature of the complaint will be undertaken to ensure a fair and equitable assessment can be made and action can be implemented.

### Scope

This policy applies to all basketball programs and related activities of the WBA.

This policy applies to incidents that are **not** observed by game officials or do not occur in the direct context of a basketball game.

This policy does not replace or bypass 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.

### Implementation

Any person who feels unhappy with the behavior of another participant should attempt to resolve the matter directly with the other party in a calm and orderly way

Should the person be unable to resolve the matter and wish to take further action, they should lodge a complaint in writing with the WBA Complaints Officer and email it to the WBA President at [president@warrandytebasketball.net.au](mailto:president@warrandytebasketball.net.au)

The WBA Complaints Officer will contact the complainant to assess the complaint and determine what action is required which may include options other than a formal investigation. Other options may include resolution through explanation or discussion, whether an alternative and satisfactory means of redress is available and whether the complaint must be referred or notified to a relevant government agency.

If an investigation is deemed appropriate, the WBA Complaints Officer and a member/s of the WBA committee will carry out an investigation to gather information to enable the issue to be properly addressed. Any committee member/s involved in this process will not have a connection/conflict of interest with either party to the complaint.

The investigation team will:

- Conduct a fair and impartial review of the complaint
- Attempt to resolve all outstanding issues
- Maintain confidentiality where practical and appropriate
- Endeavor to provide a written response within 15 working days advising of the relevant facts, conclusions, findings, and recommendations. If the matter requires further investigation, WBA will seek to agree on an alternative timeframe with both parties.

Once an outcome of the grievance/complaint is determined, the WBA Complaints Officer should close the grievance/complaint in the register and record the outcomes of the matter.



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## Definitions

This policy defines the difference between a complaint and a grievance as follows:

- A complaint is a general expression of dissatisfaction with a situation or the behaviors of other person(s)
- A grievance is a more specific and serious feeling of wrongdoing that relates to harassment, discrimination or vilification by person(s) within the Association or external to the Association -a grievance will be managed at the WBA level

**Discrimination** is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law. This includes bullying someone because of a protected characteristic.

The *Equal Opportunity Act 2010* – Victoria's anti-discrimination law – protects people from discrimination and harassment in areas of public life such as workplaces, schools, clubs, shops or places that provide services.

**Victimisation** is subjecting, or threatening to subject, someone to something detrimental because they have asserted their rights under equal opportunity law, made a complaint, helped someone else to make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation.

The Association acknowledges the following Basketball Victoria Guidelines:

- Codes of Conduct for all participants
- Member Obligation By-Laws
- Member Protection By-Laws
- Participant Protection By-Laws
- Tribunal By-Laws

These documents (and all other BV By-Laws) can be found at:

<http://www.basketballvictoria.com.au/index.php?id=87>

## References

- <http://www.humanrightscommission.vic.gov.au/index.php/discrimination>
- <http://www.education.vic.gov.au/school/parents/health/Pages/bully.aspx>

## Review

This policy will be reviewed every three years every 3 years and is scheduled for review in 2023.

## DOCUMENT CONTROL TABLE

Version No.	Approved by:	Date approved:	Next review date:
1	WBA Committee	21 June 2020	June 2023