



COMPLAINTS POLICY

Approval Date	21st March 2024
Version	1
Review Date	21 March 2026

1. Purpose:

- The purpose of this Complaints Policy is to provide a transparent and accessible process for addressing concerns, complaints, or grievances within our basketball club. We are committed to resolving complaints promptly, fairly, and confidentially, in accordance with the principles of natural justice and procedural fairness.

2. Scope:

- This policy applies to all members, volunteers, coaches, officials, staff, and stakeholders involved in our club, as well as parents or guardians of participants.

3. Principles:

- Our Complaints Policy is guided by the following principles:
 - All complaints will be taken seriously and treated with respect and confidentiality.
 - Complaints will be addressed promptly, fairly, and impartially, without fear of retaliation or victimisation.
 - Parties involved in a complaint will have the opportunity to be heard and provide relevant information.
 - Resolution of complaints will be focused on finding mutually agreeable solutions and promoting the best interests of the club and its members.

4. Types of Complaints:

- Complaints may relate to various issues within the club, including but not limited to:
 - Conduct or behaviour of members, volunteers, coaches, officials, or staff.
 - Safety concerns or risk management issues.
 - Compliance with club policies or procedures.
 - Program delivery, scheduling, or facilities.

5. Reporting Procedure:

- Any individual with a complaint should submit it in writing to the club's designated complaints officer:
scorpionspresident@gmail.com
- Complaints may be submitted via email

- Complaints should include a clear description of the issue, relevant details, supporting evidence if available, and the desired outcome or resolution sought.

6. Handling of Complaints:

- Upon receiving a complaint, the designated complaints officer or committee will acknowledge receipt of the complaint promptly and initiate an investigation into the matter.
- The investigation may involve gathering additional information, interviewing relevant parties, and assessing the circumstances surrounding the complaint.
- All parties involved in the complaint will be afforded procedural fairness, including the opportunity to respond to allegations and provide their perspective on the issue.
- The complaints officer or committee will endeavor to resolve the complaint in a timely manner, keeping the complainant informed of the progress and any developments throughout the process.

7. Resolution and Outcome:

- Upon completion of the investigation, the complaints officer or committee will determine an appropriate resolution based on the findings and the best interests of the club and its members.
- The outcome of the complaint will be communicated to the complainant and any other relevant parties involved, along with any actions or measures to be taken as a result of the resolution.

8. Appeals Process:

- If the complainant is dissatisfied with the outcome of the complaint, they may request a review or appeal of the decision. The request for an appeal should be submitted in writing to the club's committee within a specified timeframe.
- The committee will review the complaint and the original investigation process, and may conduct further inquiries as necessary to reach a final decision on the matter.
- The decision of the committee following the appeals process will be final and binding.

9. Confidentiality and Privacy:

- All complaints will be treated with confidentiality and handled with sensitivity to protect the privacy of individuals involved.

- Information related to complaints will be disclosed only to those directly involved in the resolution process and on a need-to-know basis.

10. Record Keeping:

- The club will maintain records of all complaints received, including details of the complaint, the investigation process, and the outcome or resolution reached.
- Complaint records will be kept confidential and stored securely in accordance with applicable privacy laws and regulations.

11. Review and Revision:

- This Complaints Policy will be reviewed regularly to ensure its effectiveness and compliance with legal requirements and best practices. Any necessary revisions will be made in consultation with club stakeholders.

By adhering to this Complaints Policy, Glen Iris Junior Basketball Club is committed to fostering a culture of transparency, accountability, and fairness, where all concerns and complaints are addressed promptly and professionally. We encourage open communication and constructive feedback as part of our commitment to continuous improvement and the well-being of our club community.