



## Eynesbury Dingoes Basketball Club Complaints Policy

### 1. Policy Statement

The Eynesbury Dingoes Basketball Club is committed to providing a safe, respectful, and inclusive environment for all players, coaches, officials, volunteers, parents, and supporters. We welcome feedback and take all complaints seriously to ensure the continued improvement of our club operations, programs, and culture.

### 2. Purpose

This policy outlines the procedures for raising, managing, and resolving complaints in a fair, consistent, and timely manner.

### 3. Scope

This policy applies to all members of the club, including:

- Players
- Coaches and team officials
- Parents/guardians
- Volunteers and committee members
- Spectators

It covers complaints related to:

- Behaviour or conduct of members or officials
- Club decisions, rules, or procedures
- Safety or welfare concerns
- Discrimination, harassment, or bullying
- Breach of club policies or codes of conduct

#### 4. Guiding Principles

- **Respect:** All complaints will be handled respectfully and confidentially.
- **Fairness:** All parties will have the opportunity to be heard.
- **Timeliness:** Complaints will be acknowledged within 7 days and resolved as quickly as possible.
- **Transparency:** Processes will be clear and consistent.
- **No Victimisation:** No person will be penalized for making a complaint in good faith.

#### 5. Making a Complaint

Complaints should ideally be raised as soon as possible after the issue arises. The following steps outline how to lodge a complaint:

##### **Step 1: Informal Resolution**

Where appropriate, concerns should be raised directly with the person involved or a team coach/manager to attempt a quick resolution.

##### **Step 2: Formal Complaint**

If informal resolution is not possible or unsuccessful, a formal complaint can be made in writing to the Club Committee via:

- **Email:** [secretary@eynesburydingoesbc.com.au](mailto:secretary@eynesburydingoesbc.com.au)
- **The complaint will be followed up by the relevant Club Delegate.**

The complaint should include:

- Name and contact details of the person making the complaint
- Details of the incident or issue (dates, times, people involved)
- Any steps already taken to resolve the issue
- Desired outcome or resolution

Anonymous complaints may be considered but are harder to investigate fairly.

## **6. Complaint Handling Process**

### **a. Acknowledgement**

The complaint will be acknowledged in writing within 7 days of receipt.

### **b. Assessment**

The Club Committee (or delegated Complaints Officer) will assess the complaint to determine:

- If it falls within the scope of this policy
- Whether it can be resolved internally or needs to be referred (e.g. to governing body, police, or child protection services)

### **c. Investigation**

An investigation will be conducted, including:

- Speaking with the complainant and any witnesses
- Giving the person subject to the complaint the opportunity to respond

### **d. Resolution**

Outcomes may include:

- Mediation between parties
- Apology or explanation
- Disciplinary action, including suspension or termination of registered status
- Review of club policies and processes

The complainant will be informed of the outcome in writing.

### **e. Appeals**

If the complainant is not satisfied with the outcome, they may request a review by the club's executive committee or escalate the matter to the Melton Basketball Association or Basketball Victoria.

## **7. Confidentiality**

All complaints will be handled with confidentiality. Information will only be shared with those directly involved in resolving the complaint.

## **8. Record Keeping**

The Club will keep a confidential record of all complaints, actions taken, and outcomes. These records will be stored securely and used to inform improvements.

## **9. Review**

This policy will be reviewed annually or following any serious incident or significant complaint.

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**Approved by:** Club President

**Date:** September 2025

**Next Review Due:** September 2026