



Concerns & Complaints & Grievances Policy		Approval Date:	11 th Oct 2020
		Review Date:	11 th Oct 2021
		Version No:	1.1
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Portfolio/Policy Owner:	Secretary		

PURPOSE

This policy has been developed by Bentleigh Lakers Basketball Club (BLBC) to ensure the Club manages all concerns, complaints and grievances in a consistent and effective manner.

APPLICATION OF THIS POLICY

This policy applies to all stakeholders.

POLICY STATEMENT

The BLBC's Committee of Management will ensure that all concerns, complaints or grievances are handled confidentially, respectfully and in a timely and consistent manner.

POLICY PROCEDURES

Concern	An issue of interest which is raised informally in order to improve or change a situation e.g. concern about registration fees	Email registerforlakers@gmail.com.au who will then direct the concern to the appropriate person and ensure that a response is provided
Complaint or Grievance	Breach of Code of Conduct or escalation of a concern if it hasn't been resolved	Refer flow chart in appendix 1 Complaints/Grievances to be standing agenda item at Committee Meetings.

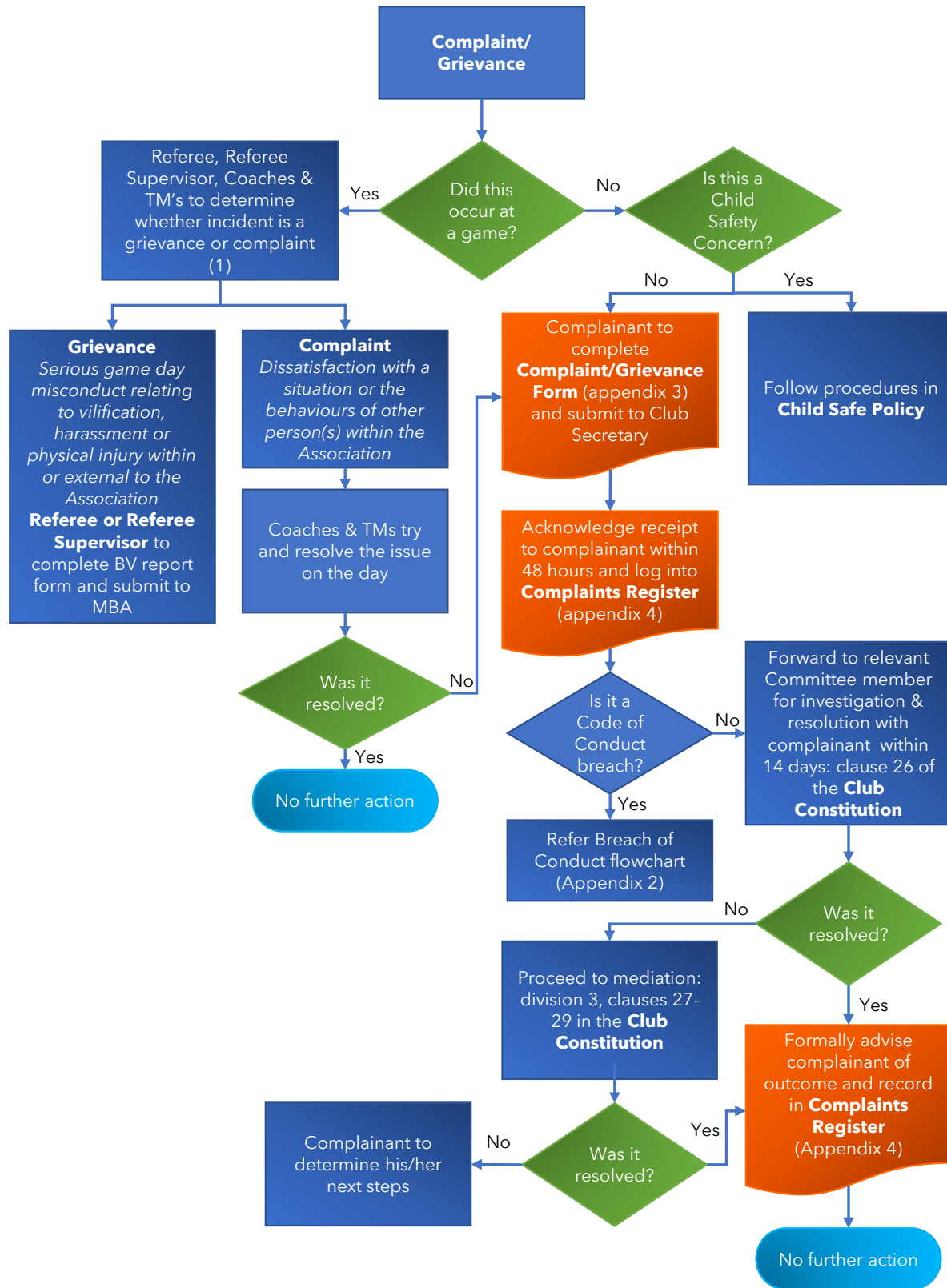
COMMUNICATION

This is a public policy to be placed on the website.

POLICY REVIEW

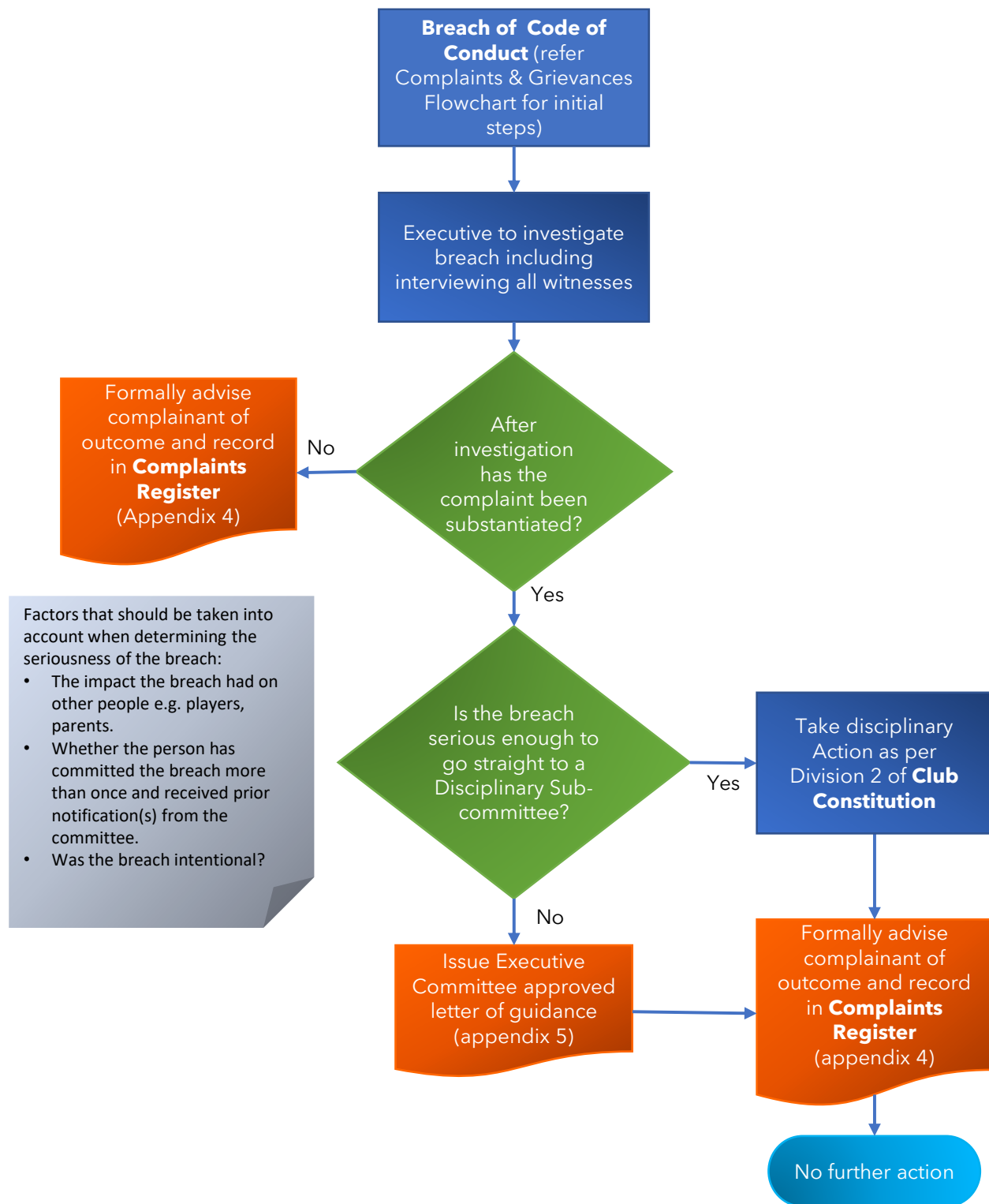
This policy will be reviewed on a needs basis.

Appendix 1 - Complaints/Grievances Flowchart



(1) As defined in MBA's Complaint and Grievance Policy

Appendix 2 - Breach of Code of Conduct Flowchart





COMPLAINT FORM

This form is to be completed by any person who is dissatisfied with a situation or the conduct/behaviours of others within the Bentleigh Lakers Basketball Club. Please submit to secretaryforlakers@gmail.com

All information in this document shall be treated confidentially.

Complainant's Name <input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18
Contact email	
Contact Mobile Phone	
Your Club's Name	
Your role Please tick all that apply	<input type="checkbox"/> Referee <input type="checkbox"/> Player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Team Manager <input type="checkbox"/> Parent <input type="checkbox"/> Committee <input type="checkbox"/> Other
Nature of Complaint Please tick one	<input type="checkbox"/> Code of Conduct Breach (complete section A) <input type="checkbox"/> Other (complete section B)

Section A - Code of Conduct Breach	
Nature of Complaint Please tick all that apply	<input type="checkbox"/> Harassment <input type="checkbox"/> Discrimination (age,race, gender, culture, disability, religion) <input type="checkbox"/> Diversity <input type="checkbox"/> Bullying <input type="checkbox"/> Verbal Abuse <input type="checkbox"/> Physical Abuse <input type="checkbox"/> Victimisation <input type="checkbox"/> Safety <input type="checkbox"/> Other.....
Date or period of alleged breach	
Time	
Location/event of alleged breach	
Details of person complained about e.g. Player- name, club & team, player's number Coach - name. club & team	
Description of the incident/s. Include as much detail as possible - try to make it objective and about what you observed happen (not your opinion) - dot points might help (attach separate document if necessary)	

Have any attempts been made to address this issue directly with the person/s?

No Yes. Please describe what has been attempted

If this occurred at a game, has it been reported by the Referees to the MBA?:

Yes No Unsure

Name/s of witness	Mobile phone No.

Section B - Other Complaints

Description of Complaint Please describe in detail

Describe the steps that have been taken to resolve this issue prior to this formal complaint.

Office use only

Date form received by Club	
Who received the form	
Acknowledgement of receipt of complaint sent (within 48 hours)	
Date logged in Complaint Register	
Action/s undertaken (include date/s and brief detail/s)	
Date Complainant advised of outcome	
Date Compliant Register Updated	
Date report closed	
Closed by whom	

Appendix 4 - Complaints Register

COMPLAINTS REGISTER

Date Received dd/mm/yyyy	Date of Issue dd/mm/yyyy	Time of incident hh:mm AM/PM	Complainant's Surname	Complainant's First Name	Complainant's Role: Referee Player Coach Team Manager Age Group Co-ordinator Parent/Guardian Committee Member Other	Contact email	Summary of issue etc	Action taken by Club

Appendix 5 - Breach of Code of Conduct Guidance Letter

Dear [insert name],

I refer to our recent phone conversation/meeting on dd/mm/yyyy.

As you're aware, the Bentleigh Lakers Basketball Club Committee received a complaint on dd/mm/yyyy in relation to [describe nature of complaint e.g. about players in your U12 Lakers Red team not receiving a reasonable amount and where possible, even amount, of court time].

Please refer to the Club's [insert Coach/Administrator/Team Manager] Code of Conduct which was sent to you on dd/mm/yyyy and was acknowledged by you when uploaded to Everproof. I specifically refer you to clause [insert relevant clause number and heading e.g. 4. Give all players a reasonable amount of court time]. I have attached a copy for ease of reference.

After a thorough investigation, we found that there was merit to the complaint. It was found that [include any facts e.g. players #10 and #20 averaged 25 minutes per game over 3 matches while player #15 averaged 10 mins].

Please ensure you fully understand the contents of the Code of Conduct and comply with these requirements moving forward.

Any future complaints may result in disciplinary action as outlined in the Club's Constitution. I have also attached a copy of this for your reference.

Please feel free to contact me if you require any further clarity about the Club's requirements.

President
Bentleigh Lakers Basketball Club