

Complaints & Grievances

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Policy Owner	Club President
Approved By	[Pending Committee Approval]
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Next Review	[12 months from approval date]

1. Purpose

Belconnen Ramblers Basketball Club is committed to providing a fair, safe, and enjoyable environment for all members. This policy ensures that concerns, complaints, and grievances are handled promptly, fairly, and confidentially.

Raising a complaint is the right way to resolve concerns. It is far more effective than social media posts, sideline arguments, or ignoring the issue. The club takes all complaints seriously.

2. Scope

This policy applies to complaints raised by or about any member of the Ramblers community, including players, parents, coaches, team managers, volunteers, and committee members. It covers:

- Behavioural concerns (Code of Conduct breaches)
- Disagreements about team selection, grading, or coaching decisions
- Concerns about the conduct of club officials or volunteers
- Financial disputes
- Any other matter concerning club activities

Child safety and member protection concerns must follow POL-003 and may be escalated directly to relevant authorities.

3. Guiding Principles

- All complaints will be taken seriously and handled confidentially
- All parties will be given the opportunity to be heard
- Complaints will be resolved as quickly as possible
- Complainants will not be victimised or disadvantaged for raising a concern
- Where a conflict of interest exists, an alternative committee member will handle the complaint

4. Informal Resolution

Most concerns can be resolved informally and should be attempted in the first instance.

1. If you have a concern about a player, coach, or parent, speak with them directly in a calm, private setting where possible
2. If the concern involves a junior player, contact the Team Manager or Junior Committee
3. If the concern involves a coaching or selection decision, speak with the relevant coach or Junior/Senior Delegate

Informal resolution is preferred and often the quickest path to a satisfactory outcome.

5. Formal Complaints Process

If informal resolution is not possible or appropriate, a formal complaint may be lodged.

5.1 Lodging a Complaint

4. Put the complaint in writing, describing the issue clearly and factually
5. Submit to the Club Secretary at secretary@ramblers.net.au or to the Club President if the complaint concerns the Secretary
6. Include your contact details and any supporting information

5.2 Acknowledgement

The club will acknowledge receipt of a formal complaint within five (5) business days.

5.3 Investigation

7. The complaint will be assigned to an appropriate committee member (not a party to the complaint)
8. All parties will be notified that a complaint has been received
9. Each party will be given the opportunity to provide a written response
10. The committee member may speak with witnesses or other relevant parties
11. All information will be kept confidential to those directly involved in the resolution

5.4 Outcome

The club will aim to provide a written outcome within 21 days of receiving the formal complaint. Possible outcomes include:

- Dismissal of the complaint if found to have no basis
- Mediation between the parties
- Formal warning issued to a member
- Suspension or removal of club membership
- Referral to Basketball ACT if the matter involves a Code of Conduct breach requiring external oversight

6. Appeals

If a party is not satisfied with the outcome, they may appeal in writing to the Club President within 14 days of receiving the decision. The appeal will be reviewed by two committee members not previously involved. The appeal decision is final at the club level.

Members also retain the right to refer matters to Basketball ACT in accordance with its policies.

7. What This Policy Does Not Cover

- Child safety and member protection matters — refer to POL-003
- Matters that are the subject of legal proceedings
- Basketball ACT disciplinary matters, which follow BACT's own processes

8. Contacts

Contact	Email
Club Secretary	secretary@ramblers.net.au
Club President	president@ramblers.net.au
Junior Committee	juniors@ramblers.net.au
Basketball ACT	info@basketballact.com.au