

COMPLAINT PROCEDURE

If you wish to make a complaint, there are several options available to you:

- If your concern is related to the behaviour of players, spectators or officials during a game you should, in the first instance speak with the Court Supervisor.
- If your concern is related to draws, registrations, point tables or player eligibility you should in the first instance speak with the Competitions Manager/s. They are contactable Monday to Friday during business hours.
- If your concern is related to the Representative Program you should in the first instance speak with your Representative Team Manager and then the Stadium Manager or Programs Administrator.
- If your concern is related to the state of the building you should in the first instance speak with the Court Supervisor. If it is not an urgent matter that can be cleaned or fixed quickly you should speak to the Stadium Manager. He will be contactable Monday to Friday during business hours.
- If you feel your concern cannot be handled immediately by any of the above staff, then you need to collect and complete the Complaint Form obtained from the Competitions Manager during normal office hours. Once you have lodged your form, it will be officially acknowledged and investigated.

Guidelines for completing an Official Complaint Form:

- Report only the facts. Try to leave your emotions aside. It may be wise to take the form home and complete it the next day after a cooling off period.

First Points of Contact

- Problem —> First talk to —> Further contact to

Domestic Competitions:

- Player behaviour —> Court Supervisor —> Competitions Manager
- Referee behaviour —> Court Supervisor —> Referee Supervisor
- Parent or spectator behaviour —> Court Supervisor —> Competitions Manager
- Competition draws or point scores —> Competitions Manager
- Player registration —> Competitions Manager

Representative Basketball:

- Representative payments —> Basketball Manager/ Stadium Manager —> Accounts Manager
- Representative referees —> Referee Supervisor —> Stadium Manager
- General Rep problems Representative Team Manager Basketball Manager/ Stadium Manager

General:

- Stadium maintenance urgent —> Court Supervisor —> Stadium Manager
- Staff behaviour —> Stadium Manager —> Board of Directors
- Child Protection issues —> Stadium Manager or Member Protection Officer