



COMPLAINTS HANDLING PROCEDURES

Hills Raiders Basketball Association aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice. Any person (a complainant) may report a complaint about a person, people or organisation bound by this policy (respondent) if they feel they have been harassed, bullied or discriminated against or there has been a breach of this Policy.

In the first instance, complaints should be reported to:

- a Member Protection Information Officer;
- the CEO or President (or their nominee) of Basketball Australia, Constituent Associations, League Associations, Affiliated Associations and Clubs; or
- another appropriate person within the organisation (e.g. team manager, coach etc.).

If a complaint relates to behaviour or an incident that occurred at the:

- state level, or involves people operating at the state level, then the complaint should be reported to and handled by the relevant state association in the first instance;
- club level, or involves people operating at the club level, then the complaint should be reported to and handled by the relevant club in the first instance.

Only matters that relate to, or which occurred at, the national level, as well as serious cases referred from the state and club level, should be dealt with by the national body. A complaint may be handled informally or formally. The complainant will usually indicate his or her preferred option unless the MPIO/ Complaints Manager/ CEO / President (or their nominee) considers that the complaint falls outside this policy and should be handled another way. For example, the law may require that the complaint/allegation be reported to an appropriate authority. All complaints will be dealt with promptly, seriously, sensitively and confidentially. Improper complaints and victimisation Basketball Australia aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against the person making the complaint.

HRBA will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint or supporting another person's complaint. If at any point in the complaint handling process the MPIO/ Complaints Manager/ CEO / President (or their nominee) considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or intended to cause distress to the respondent, the matter may be referred to the Tribunal for review and appropriate action, including possible disciplinary action against the complainant.