



Emerald Lakers Complaints Resolution Policy

Purpose

Emerald Lakers Basketball Club is committed to providing a safe, respectful and inclusive environment for all players, families, coaches, Team Managers, volunteers, officials and spectators.

This policy sets out how Emerald Lakers manages formal complaints and supports the Club's Communication Pathway, so that concerns and complaints are managed fairly, consistently and in accordance with the principles of procedural fairness.

Wherever possible, the Club aims to resolve concerns at the lowest appropriate level through respectful communication.

Scope

This policy applies to all Emerald Lakers members, players, parents and guardians, coaches, Team Managers, volunteers, committee members and spectators participating in Club activities.

This policy operates alongside the grievance procedure in the Rules of Emerald Lakers Basketball Club Inc. Where a matter is a dispute of a kind covered by the Rules, the Rules prevail.

Communication Pathway

Most concerns can be resolved quickly by speaking with the people closest to the team.

Members are encouraged to follow the Emerald Lakers Communication Pathway before making a formal complaint.

In most circumstances, concerns should be raised with the appropriate person in the following order:

- Coach or Team Manager
- Coach Coordinator, for coaching matters
- Boys or Girls Coordinator, for team, player and family matters
- Vice President
- President

Where further support is required, Emerald Lakers will assist in progressing the matter through the appropriate level of the Communication Pathway.

What is a formal complaint?

A formal complaint is appropriate where:

- the Communication Pathway has not resolved the concern

- the matter is serious in nature
- the behaviour is repeated or ongoing
- the issue cannot reasonably be resolved through normal communication
- the complaint relates to a potential breach of Club policy, the Club's Rules, applicable legislation or Basketball Victoria requirements.

Lodging a formal complaint

Formal complaints may be submitted:

- through the Emerald Lakers Contact page
- by email to president@emerald Lakers.com.au
- by email to secretary@emerald Lakers.com.au

Where appropriate, complaints may also be submitted in writing to the Committee.

Where possible, complaints should include:

- the names of the people involved
- a description of the incident or concern
- the date, time and location
- any relevant supporting information
- details of any steps already taken to resolve the matter.

Complaint resolution process

When a formal complaint is received, Emerald Lakers will:

- acknowledge receipt of the complaint
- assess the nature and seriousness of the matter
- determine the appropriate person to manage the complaint
- provide all relevant parties with an opportunity to respond
- consider all relevant information before making a decision
- apply the principles of procedural fairness
- maintain confidentiality wherever reasonably possible
- act in accordance with Club policies and applicable legislation
- aim to resolve the matter within a reasonable timeframe
- advise the complainant of the outcome where appropriate.

Not every concern requires a formal investigation. Where appropriate, the Club may recommend discussion, education, mediation or another informal resolution process.

Serious matters

Some matters require immediate attention and should not follow the standard Communication Pathway.

These include:

- child safety concerns
- threats or violence
- serious harassment or bullying
- discrimination
- sexual misconduct
- criminal behaviour
- any situation where a person's immediate safety is at risk.

These matters should be reported immediately to the President.

Ben Kewish

President, Emerald Lakers Basketball Club

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president@emerald Lakers.com.au

The President will assess the matter and determine the appropriate response, including whether the matter should be referred to the Committee or an external authority.

Where immediate danger exists, members should contact emergency services by calling 000.

Governance and conflicts of interest

Emerald Lakers is committed to ensuring complaints are managed fairly and impartially.

Where a complaint involves the President, it should be submitted to the Secretary, who will refer the matter to the Committee for consideration.

Where a complaint involves the Secretary, it should be submitted to the President.

Where a complaint involves both the President and the Secretary, or where there is an actual or perceived conflict of interest, the complaint should be submitted to the Committee through the Emerald Lakers Contact page. The Committee will determine an appropriate and independent process for managing the matter.

The President and Secretary may also consult with one another to determine the most appropriate person to manage a complaint, taking into account the nature of the complaint and any actual or perceived conflict of interest.

External referrals

Emerald Lakers is responsible for determining whether a matter requires referral to an external organisation or authority.

Where appropriate, the Club may refer matters to organisations including:

- Knox Basketball
- Basketball Victoria
- Consumer Affairs Victoria
- Victorian Equal Opportunity and Human Rights Commission

- Commission for Children and Young People
- Victoria Police
- any other appropriate authority.

Members should not contact another basketball club, Knox Basketball or Basketball Victoria directly regarding Club matters unless required by law or specifically advised by Emerald Lakers.

Procedural fairness

Emerald Lakers is committed to ensuring that complaints are managed fairly and objectively.

This includes:

- considering all relevant information
- providing affected parties with an opportunity to respond
- making decisions free from bias
- documenting significant complaints and outcomes where appropriate
- protecting the privacy of those involved, where reasonably possible.

Protection from victimisation

Emerald Lakers will not tolerate retaliation, intimidation or victimisation against any person who raises a concern or complaint in good faith, or who participates in a complaint process.

Any retaliatory behaviour may itself be investigated and managed under the Club's policies.

Related documents

This policy should be read together with:

- Emerald Lakers Communication Pathway
- Emerald Lakers Code of Conduct
- Emerald Lakers Child Safety and Wellbeing Policy
- Rules of Emerald Lakers Basketball Club Inc
- Basketball Victoria Member Protection Framework
- Basketball Victoria Child Safety Framework
- Associations Incorporation Reform Act 2012 (Vic)
- Equal Opportunity Act 2010 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)

Policy review

This policy will be reviewed by the Committee as required, or following significant legislative, regulatory or organisational changes, to ensure it remains current, effective and aligned with the Club's governance framework.