

# WANT TO MAKE A COMPLAINT OR GIVE US FEEDBACK?

Basketball Victoria are changing the way children and young people and their families can give feedback (both positive and negative) and raise any concerns you may have in our sport. We welcome your ideas and suggestions for improvement and will take any concerns or complaints you have seriously.

We'd love to hear your ideas and suggestions and to hear about your experiences in basketball. You have the right to feel safe and heard in our sport and to understand how we deal with any complaint or concern. Our *Reports and Complaints in Basketball Policy* is available on our website.

There is now a dedicated email address where you can give feedback, share your ideas, or make a complaint: **child.safety@basketballvictoria.com.au**

Complaints sent to this email must be related to child safety. Other complaints should be directed through *Reports and Complaints in Basketball* located on our website under *Association Resources - Policies*.

You can also give us feedback or make a complaint by calling **9837 8000** and asking to speak to the **Child Safety Advisor**.



TO CONTACT OUR CHILD SAFETY ADVISOR:

EMAIL **child.safety@basketballvictoria.com.au** PHONE **9837 8000**