CASEY BASKETBALL
FORMAL COMPLAINTS PROCESS

Below are the suggested time frames for responding to external complaints or queries.

It is important to note these are suggested timeframes only, however due to the nature, severity or complexities of some matters, responses will require more or less time.

Submission Process:

- Any person who feels unhappy with the behaviour of another participant should attempt to resolve the matter directly with the other party in a calm and orderly way (and where appropriate with the assistance of their domestic club or representative).
- Should the issue be unable to be resolved and the person making the person wishes to take the issue further, a formal complaint can be raised either verbally or in writing to the appropriate contact in an attempt to resolve the issue.
    - If the person submitting the complaint is associated with any of Domestic Clubs that participate in CBA's competitions, then the complaint must be lodged through their club contact.
- If the person making the complaint is not associated with a Domestic Club, then the individual can appropriately contact the most appropriate department in writing. These contacts include:
    - cavaliers@caseybasketball.com.au
    - welfare@caseybasketball.com.au
    - comps@caseybasketball.com.au

Acknowledgment:

- **INITIAL RESPONSE (within 24 hours/1 business day): BUSINESS HOURS 9AM-5PM, Monday-Friday**
  CBA will provide a preliminary response within 24 hours to assure the complainant that their issue is being addressed. This can be conducted in writing or verbally (phone) but should always be followed up with a documented account of the conversation.

If the complaint involves alleged child abuse, or other welfare concerns, CBA will refer to Basketball Victoria's 'Reporting Suspected Child Abuse' flowchart to ensure that the appropriate organisations are contacted, and their advice sought. This flowchart can also be located in the Child Safety area of the Casey Basketball website.

Investigation Process

- Upon the appropriate department receiving the submitted complaint, they will review its nature, and if required, involve other independent CBA officials to assist in the investigation process.
- The engaged CBA official(s) will interview all persons involved in the matter and document the meetings appropriately for review.
- At the conclusion of the interview process, a review of all gathered information will be conducted to determine appropriate steps toward reconciliation, sanctions, or other appropriate outcomes.
- At any stage during the above process, CBA officials may seek advice or guidance from internal or external parties to ensure that procedures are followed in line with the governing policies in place at State or National levels.

- **INITIAL INVESTIGATIONS (within 1-5 business days):**
  CBA will commence the investigation promptly after the initial response.

  Depending on the complexity of the complaint, CBA will aim to complete the initial investigation within 1 to 5 business days.

- **COMPLEX CASES (may take longer):**
  For exceptionally complex complaints, CBA will communicate the expected time frame for resolution to the complainant and provide regular updates.

Resolution and Remedies

- **RESOLUTION (within 1-10 business days):**
  Once all investigations are finalized, CBA aims to offer a resolution within 1 to 10 business days. The length of the investigation will be determined by the complexity and severity of the matter submitted, the availability of all parties and access to any external resources that may be required.

  If any delays occur, CBA will provide updates and revised time frames as necessary to maintain transparency on the matter raised.

Communication of Findings

- CBA will communicate its findings to the complainant, including any conclusions reached and any actions that will be taken as a result of the investigation.
  a. Via phone call, followed by an email, or
  b. Via email only

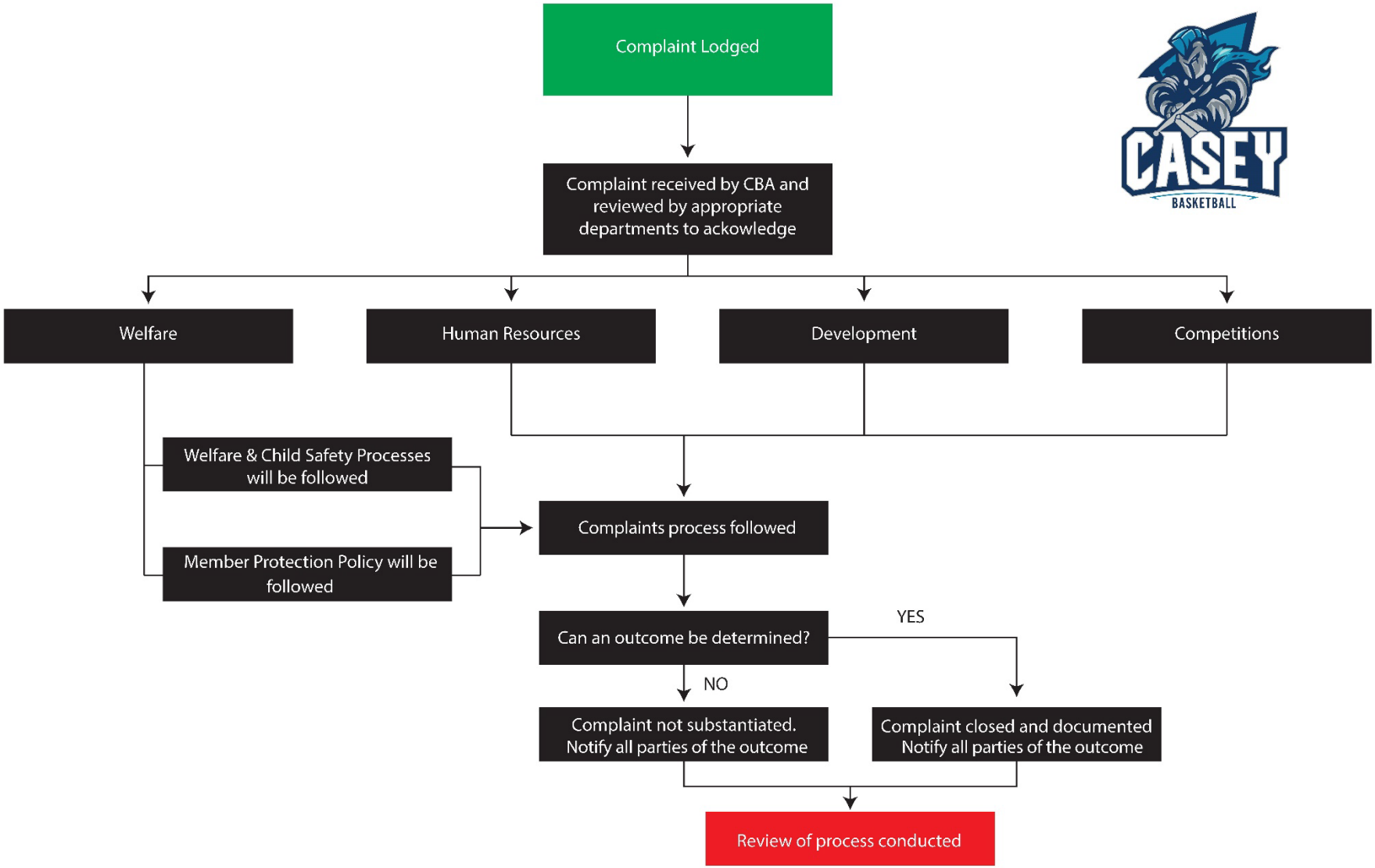
Review

- CBA will review the complaint process to ensure that all necessary steps have been taken to determine a suitable outcome.

Escalation (if necessary):

- If required, any cases may be escalated in the event that complaints cannot be resolved within the defined time frames or the complainant feels the complaint process was not followed.
- CBA will ensure that these cases are escalated to higher levels of management (or bodies) for attention.

REFER TO ATTACHED PDF FLOW CHART FOR COMPLAINT HANDLING


Complaint Lodged
Complaint received by CBA and reviewed by appropriate departments to ackowledge
Welfare
Human Resources
Development
Competitions
Welfare & Child Safety Processes will be followed
Member Protection Policy will be followed
Complaints process followed
Can an outcome be determined?
YES
NO
Complaint not substantiated. Notify all parties of the outcome
Complaint closed and documented Notify all parties of the outcome
Review of process conducted