

OBA and GEBC COMPLAINT HANDLING PROCESS

- Any person who feels unhappy with the behavior of another participant or OBA/GEBC official should attempt to resolve the matter directly with the other party in a calm and orderly way. Where the other participant is under the age of 18 years of age, then the initial matter should be directed in the first instance to the club's general manager.
- Should the person be unable to resolve the matter and wish to take further action, they should raise a complaint, either verbally or preferably in writing, with the OBA/GEBC to attempt to resolve the matter.
- Any person who feels dissatisfied with an action or outcome from the OBA/GEBC should raise the matter in writing with the association Secretary who will initiate a review by an appropriate OBA/GEBC official and decide on any further action necessary..
- If the officer, after discussions/meetings of the parties involved decides there is a case for further action, he will complete a report and advise the parties of what the next steps will be.
- The OBA/GEBC will attempt to mediate the matter within two weeks of receiving the complaint – this may include discussions/meetings/statements between affected parties and involve other relevant people, if appropriate.
- Should the complainant be unhappy with the outcome of the complaints process, they may lodge a grievance with the Secretary, which must be in writing.
- Should a mediation meeting between parties resolve a complaint, then no further action is required.

OBA/GEBC GRIEVANCES HANDLING PROCESS

- The Secretary will only receive grievances in writing and will log all grievances in an appropriate register to record the date of receipt, name of the complainant and general nature of the grievance.
- The Secretary will initially assess a grievance on the basis of the written information – should the President determine that the grievance is vexatious or trivial then the complainant should be notified in writing and the grievance closed.
- The Secretary may determine that a grievance is more appropriately handled as a complaint and refer the matter to the relevant person.
- Once the Secretary has determined a grievance to be legitimate and in need of action, they will convene a Grievance Panel – the Panel should consist of three people who are impartial to the event.

The following will apply to Grievance Panel hearings:

- The Panel will invite all parties in the matter to be heard;
 - All parties will be advised in writing of the outcome of the Panel hearing, once recommendations are ratified by the OBA/GEBC General Committee.
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- Should the aggrieved party not be satisfied with the outcome, they should advise the Secretary in writing and the grievance should be escalated to Basketball Victoria under the provisions of the Member Protection By-Laws. All members and stakeholders of the association should be aware of the very clear definition of harassment, discrimination and/or vilification contained in the Member Protection By-Laws of Basketball Victoria. Under the By-Laws, ignorance is not an excuse. Any complaint of a member protection issue must be sent directly to Basketball Victoria and the association will act as a conduit between the 2 parties.