



## Concerns, Complaints and Grievances Policy

<b>Policy Title:</b> MMBC Concerns, Complaints and Grievances Policy	<b>Policy Owner:</b> MMBC Welfare Officer	<b>Authorised:</b> MMBC President
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### Definitions

BV = Basketball Victoria

MBA = McKinnon Basketball Association

The Association = McKinnon Basketball Association

MMBC = Moorabbin Magic Basketball Club

The Club = Moorabbin Magic Basketball Club

Club Executive = President, Vice-President, Secretary, Treasurer of the Moorabbin Magic Basketball Club

### Purpose

This policy has been created to provide guidance in the process of a concern, complaint or grievance.

### Concerns, Complaints and Grievances

From time to time, we understand that there may be concerns or complaints and in rare circumstances grievances from players, parents, coaches or team managers.

### Concerns and Complaints

*A complaint is a general expression of dissatisfaction with a situation or the behaviours of other person(s) within the Association. Generally, complaints will be managed locally ie at the time, within the Club, between Clubs and/or between the Club and the Association*

- Please see the [MBA Complaints and Grievances policy](#) to learn how complaints are handled at an Association level.
- For concerns & complaints at a Moorabbin Magic club level, the urgency, severity or complexity of the concern will impact on the process the club will take to address these.

### Grievances

*A grievance is a more specific and serious feeling of wrong doing that relates to harassment, discrimination or vilification by person(s) within the Club or external to the Association – generally a grievance will be managed at the Association level*

- **Grievances** will be handled by the MBA according to the [MBA Complaints and Grievances policy](#).

## **Types of concerns or complaints**

### **Safety**

- All safety concerns should be addressed immediately. If at a game tell the venue manager or your coach who will bring it to the ref's attention. Trip hazards should be moved where possible and spills cleaned.
- If the safety concern is not urgent and likely an ongoing concern then register this as a Feedback & Concern (Feedback, Concerns & Complaints form).

### **Child Safety**

- MMBC is aligned to and abides by all aspects of the [MBA Child Safety Policy](#).
- Please see this policy for processes and actions related to Child Safety.

### **Game Day**

- All concerns should go through the Team Manager and/or Coach. Only the Coach can talk to Referees.
- Any negativity or questioning of Referees by spectators will not be tolerated and might result in ejection from the stadium. Similarly, any negativity by Coaches towards Referees will not be tolerated and might be reported.
- The Team Manager should report any concerns regarding spectator behaviour to the Venue Manager located at the front desk at each venue.
- Players, Coaches & Parents & Carers should all understand their obligations by familiarising themselves with the MBA Codes of Conduct and By-Laws [McKinnon Basketball Association Policies](#).
- If Game Day concerns are unresolved at the time, these can be taken up by the MMBC by registering on [Feedback & Concerns - Moorabbin Magic Basketball Club](#) form.

### **Training**

- There should be 2 adults at every training – this can include the coach (if over 18 years old).
- Should a concern arise during training it should be addressed to either the coach or one of the adults present.
- If a training concern remains unresolved, this can be taken up by the MMBC by registering on [Feedback & Concerns - Moorabbin Magic Basketball Club](#) form.

### **Player, Parent & Carer, Coach, Team Managers**

- If there are concerns with players, parents & carers, coaches or team managers, either within the Moorabbin Magic Basketball Club, or with other MBA Clubs please let us know by registering on [Feedback & Concerns - Moorabbin Magic Basketball Club](#) form.
- In the first instance, we will endeavour to resolve these concerns or complaints within the Moorabbin Magic Basketball Club.

- For those involving other teams within the MBA, the Club will likely follow the process for this to be resolved through the MBA.

## **Process for Concerns or Complaints**

### **1) Register your concern or complaint online**

- The Club requests all Concerns and Complaints are registered on [Feedback & Concerns - Moorabbin Magic Basketball Club](#) form.
- If you are a player or parent and your concern or complaint is urgent (requiring a response within 24hrs) please contact your coach or team manager who will contact the club on your behalf.
- If you are a coach or team manager and your concern or complaint is urgent please contact the Club Welfare Officer, or one of the Club Executives.

### **2) Club Response**

- A member of the Moorabbin Magic Basketball Club Committee, or the Club Welfare Officer will acknowledge all concerns or complaints registered online within 72 hours (3 business days).
- In many instances, the club may request further detail of the concern or complaint.
- If the concern or complaint is in relation to another Club player, coach, parent or carer or team manager, the concern or complaint will likely be referred to the MBA by the Club Executive.
- Please keep in mind as a small not-for-profit club all Moorabbin Magic Executive and Committee Members are volunteers and generally undertake these volunteer roles in addition to full time paid employment.

### **3) Investigation**

- If required, the club may seek information from other parties involved.
- If an investigation is required, the Club will endeavour to act with fairness, respect and confidentiality and ask that all parties involved do similarly for the duration of the investigation.
- Specific examples and facts may be requested, rather than generalisation or opinion.
- Only direct feedback or experience will be taken into consideration. The club will not take into consideration feedback on behalf of others or hearsay.
- The Club will aim to conduct the investigation in a timely manner in order to resolve the concern or complaint.
- The Club will keep written records of investigation notes (including dates, times and details of conversations or communication).

### **4) Actions and Resolution**

- If the concern or complaint is in relation to players, coaches, parents or team managers from another Club in the MBA, the matter may be referred to the MBA by MMBC.
- At the close of the investigation the Club will propose next steps and actions.
- Once these actions are confirmed, these will be outlined in writing to all parties involved in order to resolve and close the concern or complaint.

- The Club will keep written records of all concerns or complaints, including any investigations and actions / resolution.

**5) Challenging a Decision / Action**

- If any parties involved are unhappy with the resolution of a concern or complaint by the club, they may wish to take up the complaint with the MBA in accordance with the [MBA Complaints and Grievances policy](#).