



# COMPLAINTS PROCEDURE

## 1. General

Latrobe Basketball Association (LBA) supports everyone to participate in a safe environment, develop friendships and have fun. No-one should be subjected to discrimination, harassment or abuse. If you believe this behaviour is occurring, you have every right to make a complaint as per this procedure.

This procedure includes the following options:

- **Trying** to sort the matter out yourself
- **Informal** discussions with the other party
- **Mediation**
- **Lodging** a formal written complaint at the level the incident occurred
- **Appealing** to the next level if you believe the outcome was biased, you have been denied natural justice or the complaints process wasn't followed
- **Referring** or lodging a complaint with an external authority (eg police, child protection or anti-discrimination agency)

Generally you have a choice in how you would like your complaint dealt with. In some cases though, the LBA may have a 'duty of care' and be required to act, irrespective of how you would like the complaint handled (eg if a child is believed at risk of harm).

Contact a Member Protection Information Officer (MPIO) if you wish to discuss the matter (ie where to complain, what to expect, where to get help). All basketball Clubs are required to have an MPIO. If an MPIO is available then contact the LBA Board C/- President.

## 2. Where to complain

You can direct complaints to:

- Member Protection Information Officer
- LBA Board C/- President
- Child Protection Authority (this is a legal requirement) if you are worried that a child is at risk
- Tasmania's Anti-discrimination Agency – if the issue is discrimination or harassment
- Tasmania Police if the issue is physical assault or you require their assistance

If you're not satisfied with the way the complaint's been handled or you're unhappy with the outcome, you may be able to either lodge an appeal or direct the complaint to BTAs.

### 3. What to expect

Discrimination, harassment and inappropriate or unfair behaviour do not support a positive organisational culture.

Organisations should therefore:

- **Take** all complaints seriously and act promptly
- **Listen** to both sides of the story
- **Treat** people fairly (e.g. not take sides and focus on the facts)
- **Keep** everyone informed
- **Maintain** confidentiality
- **Take** disciplinary action appropriate to the breach of policy
- **Make sure** the person complaining is not victimised

If you decide to make a Complaint you can generally expect to be:

- **Identified** (but only to the person against whom you are making the complaint, the rest of the Club will not be told)
- **Requested** to support your complaint by providing information about the incident - eg what, where and when the behaviour occurred and what you did at the time the contact details of any witnesses any evidence or documents (eg emails, text messages)
- **Protected** from victimisation (eg the Club may move the person you're complaining about to another position while the investigation is underway).

### 4. Where to get help

Although the LBA will deal with complaints, external help is available. Irrespective of whether you have a complaint, you're responding to a complaint or someone has complained about you, you can get information and external support from a range of agencies.

- Human Rights, Equal Opportunity and Anti-Discrimination Agencies
- Child Protection Agencies
- Police
- Community legal and mediation services
- State departments of sport and recreation

#### **LBA Member Protection Information Officers**

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