



EASTERN SUNS DOMESTIC PROCEDURES FOR COMPLAINTS

This procedure ensures that complaints are properly addressed through club representatives before escalating to the competition management group for serious matters:

1. Identification of Complaint:

- Any participant or club member who wishes to lodge a complaint must first identify the nature of the complaint. It could pertain to issues within games, facilities, behaviour of participants, or any other aspect related to the competition.

2. Completion of Complaint Form:

- Obtain a complaint form from the designated club representative or download it from the competition website.
- Fill out the complaint form accurately and completely. Ensure to include details such as date, time, location, and specific nature of the complaint.

3. Submission to Club Representative:

- Submit the completed complaint form to your respective club representative. Club representatives should be easily identifiable and accessible to all members.

4. Initial Review by Club Representative:

- The club representative will review the submitted complaint form to ensure all necessary information is provided and the issue is clearly outlined.
- If further clarification is needed, the club representative may contact the complainant for additional details.

5. Resolution Attempt by Club Representative:

- The club representative will attempt to resolve the complaint internally within the club first.
- This may involve discussing the issue with relevant parties such as coaches, players, or other club representatives.

**6. Communication with Competition Management Group:**

- The club representative will liaise with the competition management group on behalf of the complainant.
- They will provide all relevant details and documentation related to the complaint for further investigation and resolution.

6. Escalation to Competition Management Group (if necessary):

- If the complaint is categorised as 'serious' (e.g., legal, safety concerns), Members can escalate the matter to the competition management group.
 - Examples of 'serious' matters include:
 - Legal issues such as discrimination or harassment.
 - Safety concerns involving equipment, facilities, or participant behaviour.

7. Follow-Up and Feedback:

- The competition management group will investigate the complaint thoroughly and take appropriate action as necessary.
- The club representative will communicate the outcome of the investigation and any actions taken to the complainant.
- Feedback will be collected from the complainant to ensure their satisfaction with the resolution process.

8. Escalation to Competition Management Group (if necessary):

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 - Examples of 'serious' matters include:
 - Legal issues such as discrimination or harassment.
 - Safety concerns involving equipment, facilities, or participant behaviour.

9. Documentation and Record-Keeping:

- All complaints, their resolutions, and related communications will be documented and kept on record by both the club and the competition management group for future reference.



10. Continuous Improvement:

- Regular reviews of the complaint handling procedure will be conducted to identify areas for improvement and ensure effectiveness in addressing complaints promptly and fairly.

By following this detailed procedure, complaints within the basketball competition can be efficiently addressed through club representatives, with escalation to the competition management group reserved for serious matters that require immediate attention.