



To All Junior Club Presidents and Secretaries

Re: Complaint Procedure

Over the last few weeks there have been a number of instances where parents of players have sent in complaints re player behaviour directly to the BVABA. Whilst we need to be advised about these grievances and to act upon them where necessary, these complaints should be lodged with the player's Club in the first instance.

Each Junior Club has at least one representative on the BVABA Committee and they should be aware of the correct procedure or if they do not they should be aware of where to obtain the necessary information. All Clubs should be aware of our relevant By-Laws and Codes of Conduct and be in a position to advise the parent and player as to whether they have a legitimate grievance and what steps the Club can take to follow this up. Unfortunately, a lot of these type of complaints are of the nature of "he said, she said" and without corroborating witnesses all that can be done is to re-iterate the Codes of Conduct.

Incidents that occur during a game or immediately after a game should be reported to a senior referee at the venue as soon as possible after the event. Any "grey shirt" referee should be able to advise who the Umpire in Charge is for that particular night and direct the query to them.

It is not the Association's intention to sort out differences of opinion or courtside rivalries but rather to encourage a strong and spirited basketball competition between clubs/teams. Regardless of our personal opinions, beliefs or intentions Barossa Basketball is governed by and excellent Constitution, By-Laws and the international basketball rules as adopted by FIBA and not our own personal views and opinions. We are managed by a Committee of Members which are elected by the basketball community via a fair and reasonable process at the Annual General Meeting.

Copies of all documents are readily available on our web-site under the 'Local Competition' and 'Codes of Conduct' menus. I have attached copies of the current By-Laws and Codes of Conduct to this email but as these are living documents please remember to always refer to the current version as available on our website.

Could you please ensure that all your Club players, parents and coaches understand both their responsibilities and correct protocol on all matters as these are critical in maintaining the integrity of our game, Clubs and Association.

Regards,

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