



## KBA Feedback Process

Feedback is essential to improving your experience at Keilor Basketball Association (KBA). The KBA has provided a feedback process for referees, players, coaches, spectators and any participant at Keilor Basketball Stadium to give feedback about your experience.

The feedback process is for positive or constructive feedback in relation to participant behaviour, Venues, employees, rule and by-law clarification, suggestions or anything that could improve Keilor Basketball Association. All responses will be reviewed, addressed as appropriate and a response will be formulated if need be.

SBOCBC encourages you to use this feedback process for the above purposes.

The feedback form can be accessed at <http://www.keilorbasketball.com.au/forms/> (under the heading KBA Information, Rules and Policies).

Internal Club or other club team internal Code of Conduct/welfare complaints are to be direct to President or the Welfare Officer. It is not the platform for inter club or team complaints, negative comments or tribunal processes.

