PUMA (WILLETTON) BASKETBALL CLUB Inc.

ISSUE RESOLUTION GUIDELINE

PUMA (Willetton) Basketball Club Inc. (Hereafter known as PUMA) encourages its members to raise any issues so they can be dealt with appropriately. PUMA treats all issues seriously and has a process in place to resolve them. We are committed to a safe, fair and inclusive environment for our children.

On-Court

- Direct all queries and comments to the Manager during the game. The Manager will discuss this with the Coach at an appropriate time during or after the game.

- Only the Coach or the Manager (if directed to do so by the Coach) can discuss a game issue with the Duty Manager and or Court Controller.

- The Coach will advise PUMA and the Duty Manager or the Court Controller after a game on any issues they consider necessary. Only the Coach or the club can lodge an official team complaint.

- The Coach will advise the Age Coordinator of the complaint, who may escalate it to the Chief Registrar if necessary.

- Any resolution will be communicated to you by the Coach or Manager as necessary.

Off-Court

- As with on-court issues, direct any issues to the Manager. If you are not comfortable raising the matter with the Manager, you can email the club directly at pumawillettonbasketball@gmail.com and it will be routed to the Age Coordinator.

- The Manager will communicate the matter to the Age Coordinator, who may escalate it to the Chief Registrar if necessary.

- Any resolution will be communicated to you by the party dealing with the matter.

How to make a complaint

- If the issue is considered a complaint, it will be dealt with in accordance with our Complaints Handling Policy.

- The complaints handling process involves attempts to resolve the complaint. If it has not been resolved to your satisfaction, you can lodge a dispute.

- A dispute will involve all parties meeting to attempt to resolve the matter. If unsuccessful, the matter will progress to mediation.

- Please bear in mind the club is run by volunteers. They may not be able to address the matter in your desired timeframe.