

Concerns and Complaints:

Implementation of the National Child Safe Principles

WBA is cognizant of the risks to children in the organisation. All employees (referee supervisors and duty managers) are required to complete Play by The Rules child protection, harassment and discrimination online course. Staff respond promptly when issues of child safety and wellbeing arise.

WBA has adopted BWA's [Zero Tolerance Policy](#), regarding unsportsmanlike behaviour from players, coaches and spectators for all its competitions and tournaments. This governs expected behaviours from all involved in basketball.

Complaint framework

An important part of providing a fair environment is being able to manage and resolve issues or conflicts that may arise in a transparent and timely manner. Having a clear [complaint management framework and procedure](#) is invaluable for all staff, volunteers, coaches, parents and children when these issues emerge.

Basketball WA's member protection policy sets out the procedures that will be followed when complaints are received by Basketball Australia or a Constituent Association (WBA) or a domestic club. Matters will be dealt with at the level at which they arise:

- **state level matters**, should be reported to and handled by the relevant Constituent Association;
- **club level matters**, should be reported to and handled by the relevant club in the first instance and referred to Constituent Associations as necessary;
- Only matters that relate to, or which occurred at, the **national level**, as well as serious cases referred (by agreement between Basketball Australia and a Constituent Association) from the state and club level, or matters involving a Constituent Association CEO, should be dealt with by the national body.

Complaint handling principles

WBA's aim is for handling of complaints to be fair, just and transparent (i.e. following clear processes and procedures), applying the following principles:

- **Treat** complaints seriously
- **Act** promptly
- **Treat** people fairly and listen to both sides of the story
- **Stay** neutral
- **Keep** parties to the complaint informed
- **Try to Maintain** confidentiality if possible
- **Protect** against victimisation
- **Keep** accurate records
- **Make** decisions based only on information gathered not personal views
- **Disciplinary** action should be relative to the breach

Complaint options and steps

Where possible, less serious complaints aim to be resolved informally at the level they occur (e.g. club). An example of a less serious complaint is a coach showing favouritism towards their own child in team selection. However, the circumstances of some complaints may require more formal processes, such as a player missing out on team selection because of race or religious beliefs. Referral to an external agency may be required for very serious issues like suspicion of harm against a child.

WBA benefits from the support of Basketball WA to deal with a complaint, for example if a fair process can't be guaranteed because the person being complained about is also responsible for dealing with complaints at the club.

Escalating a complaint

Complaints can be escalated to Basketball WA or an external agency when WBA's policies or constitution directs that this type of complaint be dealt with at the state or national level, and:

- There is a possible conflict of interest (or close relationship) between the people on the management committee / WBA's Member Protection Officer (MPIO) and any of the parties to the complaint
- It is beyond the skills of the committee and specific expertise or experience may be required to manage the complaint
- The complaint has not been able to be resolved at the club level
- The issue is more serious than first thought

The person complaining can contact an external authority (e.g. an anti-discrimination agency) at any stage in a complaint process.

Online communication and cyber safety

Online communication, especially [social media](#), has become an important tool for clubs and organisations to connect with their members and the wider community. This has both opportunities and risks. Organisations should adopt a balanced approach to cyber safety and pro-actively consider how to reduce any potential misuse. See WBA's cyber safety guidelines in its [Social Media Policy](#).

Member protection

Member protection involves protecting members from harassment, abuse, discrimination and other forms of inappropriate behaviour, and adopting appropriate measures to ensure that the right people are involved in an organisation, particularly when it comes to those involved with juniors.

WBA's Member Protection Policy is a commitment to provide a safe environment for everyone involved. It is important for sport and recreation clubs to have a member protection policy.

Member Protection Information Officers MPIOs

It can be confusing to know what to do when problems arise. A sports tribunal or hearing committee deals with on-court issues, but are less sure about what to do about off field behaviour (e.g., sexual harassment) or unfair administrative decisions (e.g. unfair rules).

If BWA manages a complaint the role of the club (WBA) is to co-operate in any investigation, manage the situation until the outcome of the complaint is decided and implement any disciplinary action if required.

- Minor complaints can be handled informally between the person making the complaint and WBA or domestic club officials.
- More serious complaints may require a mediator to help find a resolution.
- WBA has Member Protection Policies (the state/territory sport policy applies).
- WBA has a Member Protection Information Officer (MPIO) who helps manage very serious complaints.
- The role of the MPIO is to provide support for the person making the complaint, give information on the process and offer solutions.
- The MPIO does not investigate the complaint.
- The MPIO is not an official of the club so as to avoid possible conflicts of interest.

Chains of complaint:

1. On-court/in-game: bring issues to the attention of the referee supervisors (in green)
2. Domestic club issues: raise with the volunteer committee that runs the domestic clubs
3. In-game serious issues by players: referees will lodge a report which automatically result in a tribunal (see Tribunal procedures for more information). Officials of the Stadium can also prompt an Administrative Tribunal for players or non-players.
4. Game-day or other issues around domestic competitions at Willetton Basketball: complete the [WBA Member Complaint](#) form or send an email in writing to the Competitions Officer: competitions@willettontigers.com.au. Information may be used for tribunal purposes; the person submitting the form may be required to give further information regarding their complaint. Specific information is required, including identifying people involved & their relationships to the club or the team, date and time.
5. Serious issues in the WABL program can be addressed in writing to the coach and development officer Luke Sunderland (lsunderland@willettontigers.com.au)
6. Serious complaints of any sort can be directed to the Olivia Raison, Competitions Officer (competitions@willettontigers.com.au) and from there may be escalated to the WBA's Chief Executive Officer or he may escalate it to WBA's MPIO.
7. Alternatively report a concern to the Department of Communities on 18 273 889 or email cpduty@cpfs.wa.gov.au