

GREAT SOUTHERN AMATEUR BASKETBALL ASSOCIATION

GSABA



GRIEVANCE POLICY

The **GSABA** handles grievances and complaints through the GSABA Rules, the following process is used:

7. COMPLAINTS:

- f) Any complaint lodged, must be in writing from the Club to the Association Secretary, accompanied by the complaints fee, which shall be refunded if the complaint is proved to be justified.
- g) A complaint related to an Association controlled match, shall be lodged no later than 12 pm **within four days** of game referred to in the complaint.
- h) The Association Secretary on receiving the complaint shall contact the Management Committee who shall decide if the complaint is valid.
- i) If the complaint is valid then the Management Committee will deal with it **at the next GSABA Management Meeting.**
- j) Any Club, team or person upon whom a decision has been made, shall if not satisfied with the decision of the Management Committee, have the right to appeal against such decision to S.A. Country Basketball Council Inc.

COMPLAINT/ GRIEVANCES DETAILS

The following steps need to occur:

- a) A member needs to detail the alleged complaint/grievances, noting all the particulars in connection with the complaint/grievances so that a clear account can be given to GSABA Management.
- b) If there is an allegation against another member they will be provided with natural justice, they will be given a right of reply.
- c) Once a right of reply has been received the GSABA Management will make a decision.

ADOPTED: FEBRUARY 2018

