



palmerstonbasketball@outlook.com

ABN: 90 139 985 833

PO Box 2943 Palmerston NT 0830

POLICY NO: 3

Complaints to DBA

Date: September 2023

PROCEDURES FOR MAKING OFFICIAL COMPLAINTS TO THE DARWIN BASKETBALL ASSOCIATION (DBA)

The Palmerston Power Basketball Club (PPBC) values open communication and accountability within our organisation. We believe that addressing concerns and complaints in a fair and effective manner is essential for the betterment of our community. To streamline the process of making an official complaint to the DBA, we have updated our procedures as follows:

1. Initial Reporting and Notification:

- Before making a complaint directly to the DBA, any member of the PPBC (including Players, Parents, Coaches, and Committee) who wishes to file a complaint should, in the first instance, report the matter to the PPBC Committee as soon as possible after the incident. Complaints can be submitted via email to palmerstonbasketball@outlook.com.
- The complaint should include the following details:
 - Date and time of the incident.
 - Location of the incident.
 - Individuals involved in the incident.
 - Names of any witnesses.
 - A comprehensive description of the incident, including any instances of verbal or physical abuse.

Providing detailed information is crucial for the PPBC Committee to assess whether there has been a violation of DBA by-laws and if it is necessary to escalate the matter formally to the DBA Board.

2. Internal Resolution Process:

- Upon receiving a complaint, the PPBC Committee will initiate a discussion with the affected player (if applicable) and relevant committee members to determine the appropriate course of action.
- The committee may decide to hold a meeting with the club/person involved to attempt resolution at the club level or, if warranted, refer the complaint to the DBA Board as an official complaint.



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3. Communication of Decision:

- Once a decision is reached regarding the next steps, the PPBC Committee will communicate this decision to the person who filed the complaint. The aim is to ensure they are well informed about the reasons behind the decision.

4. Progress Updates:

- The PPBC Committee will provide periodic updates to the person who filed the complaint to keep them informed of the progress of their complaint.

5. Support for DBA Meetings:

- If necessary, a designated member of the PPBC Committee will attend any meetings with the DBA in support of the individual who filed the complaint, providing assistance and representation as needed.

These revised procedures are intended to promote transparency, fairness, and effective resolution of complaints within the PPBC. We encourage all members to utilize this process when necessary, and we remain committed to upholding the values and standards of our association. Your feedback and input are valuable as we continually strive to improve our policies and procedures.



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Palmerston Power Basketball Club (PPBC) Complaint Form

Instructions: Please complete this form to report an incident or complaint to the PPBC Committee. Your cooperation in providing accurate and detailed information will assist us in addressing your concerns effectively.

Date of Submission:

Complainant Information:

- Name of Complainant: Click or tap here to enter text.
- Email Address: Click or tap here to enter text.
- Phone Number: Click or tap here to enter text.
- Relationship to PPBC: Click or tap here to enter text.

Details of the Complaint:

- Date and Time of Incident: Click or tap here to enter text.
- Location of Incident: Click or tap here to enter text.
- Names of Individuals Involved: Click or tap here to enter text.
- Names of Witnesses: Click or tap here to enter text.
- Description of the Incident: Provide a comprehensive description of the incident, including any instances of verbal or physical abuse. Please be as detailed as possible: Click or tap here to enter text.

Supporting Documents (if applicable):

- Attach any relevant documents, photos, or evidence related to the incident.

Desired Outcome:

- **Please describe what you hope to achieve or the resolution you are seeking as a result of filing this complaint:**

Click or tap here to enter text.

Additional Comments (if any):

- Any additional information or comments you would like to provide regarding the incident?

Click or tap here to enter text.

Declaration: I hereby certify that the information provided in this complaint form is accurate and complete to the best of my knowledge. I understand that the PPBC Committee will review and investigate this complaint in accordance with the established procedures.



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Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.

Please submit this completed form to palmerstonpower@outlook.com. Thank you for bringing this matter to our attention. We will take your complaint seriously and work towards a prompt and fair resolution.