



## **Mandurah Basketball Association Complaints Policy**



### **CODE OF CONDUCT COMPLAINT FORM**

#### **Breaches of the Code**

A person who identifies or has reason to believe a Mandurah Basketball Association member has breached a provision of the MBA Code of Conduct can;

- a. Report the matter through completion and submission of this form, and;
- b. Expect to have the matter investigated, in accordance with MBA's Complaint's Policy, and;
- c. Expect natural justice (procedural fairness) provisions to apply

#### **Complaints made for an Improper Purpose**

A complainant must not lodge a complaint or cause a complaint to be lodged for an improper purpose. An improper purpose can be defined as complaints made of a frivolous or vexatious nature or otherwise not in good faith.

#### **Receiving a complaint**

Any complaint lodged must:

- a. Be included on this form with all fields completed; and
- b. Be clear and detailed, providing specific allegations supported by witnesses and appropriate evidence. Reports with insufficient specific detail will be returned for further attention.

#### **Process for dealing with Complaint**

Upon submission, all complaints will be assessed and classified by;

- a. The Office Manager – (Where allegations relate to any member other than an employee)
- b. The Board Secretary – (where allegations relate to an employee).

#### **Investigation procedures**

The Office Manager or Board Secretary will authorise an investigation of breaches of the Code regarding Members. Wherever reasonably practical, parties will meet with the intent of resolving the issue. Complaint will be dealt with in a timely manner, in accordance with the principles of procedural fairness and MBA's policies and procedures.

#### **Natural Justice (Procedural Fairness)**

All MBA investigations will be underpinned by the principle of natural justice.

The investigator must:

- a. inform the person/s against whose interests a decision may be made of any allegations.
- b. provide the person/s with a reasonable opportunity to state their case;
- c. hear all parties to a matter and consider submissions;
- d. make reasonable enquiries before deciding; and
- e. ensure that no person is involved in enquiries in which they have a direct interest.

#### **Confidentiality**

Wherever reasonably practical investigations will be kept confidential. Details of report or investigation will not be discussed with anyone not party to the matter.



## Mandurah Basketball Association Complaints Policy



### Complainant Instructions

All information requested on this form must be provided before any complaint will be processed. Upon completion please sign and date the form and submit to the MBA Office via email – [info@mandurahbasketball.com.au](mailto:info@mandurahbasketball.com.au)

Any information provided on this form **MUST NOT** be divulged to other persons in any other way.  
*All information must be provided by the complainant, or in the case of a minor, their parent/guardian:*

<b>What is the name of the person who you allege has breached the Code of Conduct?</b>
<b>What section of the Code of Conduct do you allege has been breached?</b>
<b>What date do you allege the breach occurred?</b>
<b>How do you allege the breach occurred? (Additional sheets may be attached to complaint form.)</b>



# Mandurah Basketball Association Complaints Policy



<b>Were there any witnesses to the alleged breach? List names and contract details.</b>	
Name:	Name:
Contact Number:	Contact Number:
Name:	Name:
Contact Number:	Contact Number:
<b>Are the witnesses willing to provide information to assist in resolving the complaint?</b>	
<b>Have you attached all relevant and additional information which may assist in assessing the complaint?</b>	
<b>What would you like to see happen as a result of your complaint:</b>	
<i>Please note that by providing this information, it does not guarantee that the outcome/result will occur. It is important to MBA to acknowledge the outcome you would like to see as a result of this complaint.</i>	

---

**Signed** (if a minor Parent/Guardians Signature): \_\_\_\_\_ **Name** (if a minor Parent/Guardians Name)

---

**Telephone Contact Number:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Mandurah Basketball Association  
 Address: 303 Pinjarra Road, Mandurah | Postal Address: PO Box 346, Mandurah WA 6210  
 Phone: (08) 9550 3849 | Email: [info@mandurahbasketball.com.au](mailto:info@mandurahbasketball.com.au)