

# Caloundra Basketball Club Complaint Procedure

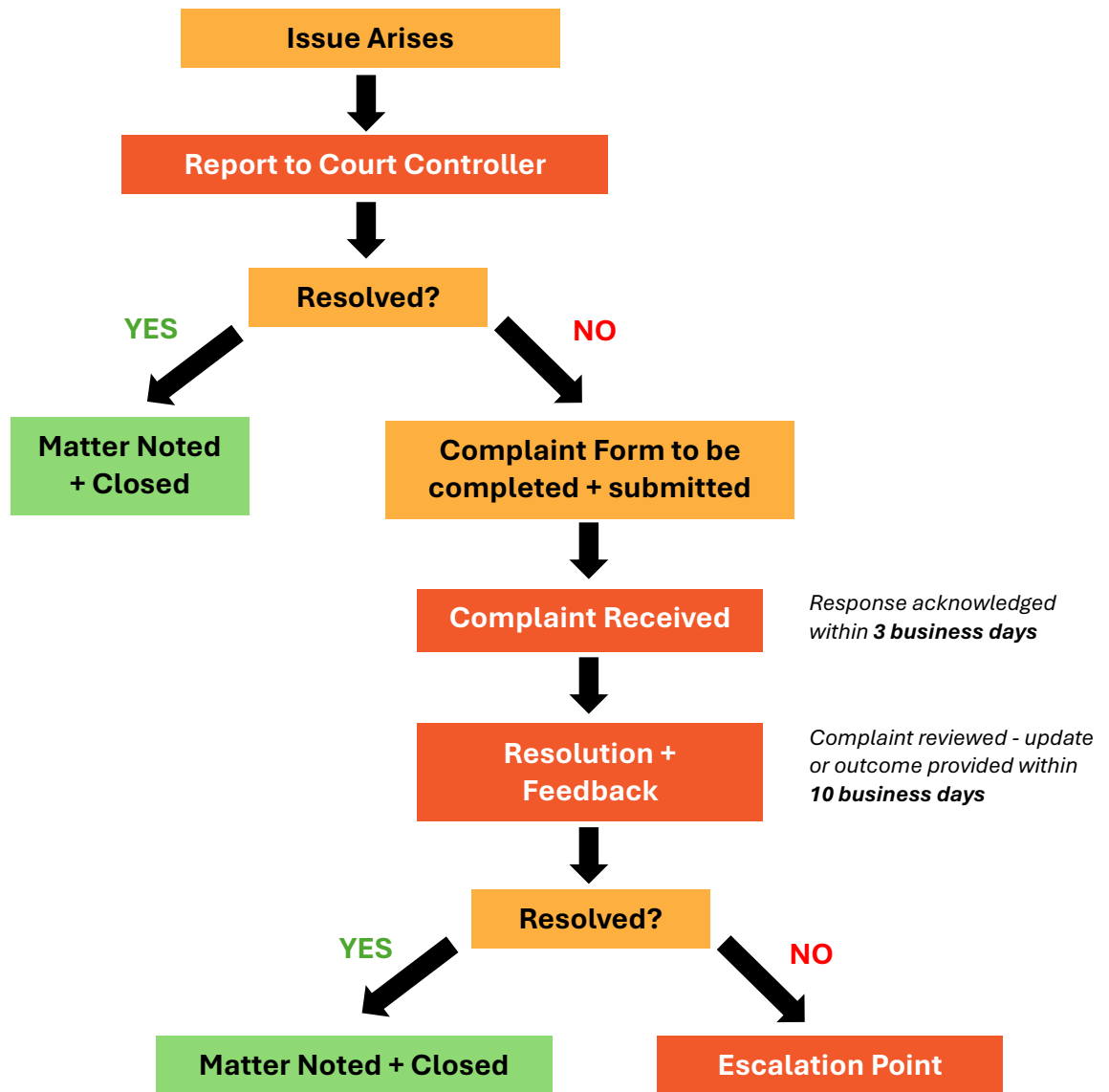
(for Coaches, Players, Referees, Parents + Spectators)

## Purpose:

The purpose of this procedure is to provide a clear and structured process for handling complaints in a fair, transparent and timely manner.

This ensures a safe and enjoyable environment for all members - including players, coaches, referees, parents and spectators.

## Complaint Process



## **Procedure for Lodging a Complaint**

### **On-the-Spot Resolution (Game Day):**

- If an issue arises during a game, immediately report it to the Court Controller.
- The Court Controller will attempt to resolve the issue on-site.

### **Formalising a Complaint:**

- If the issue remains unresolved, complete the **Caloundra Basketball Club Complaint Form**.
- Provide a detailed description of the issue and any suggested resolution.
- Submit the completed form to **members@caloundrabasketball.com.au**.

### **Review Process:**

- The Club Representative will acknowledge receipt of the complaint within **three (3) business days**.
- The complaint will be reviewed, and referred to the appropriate committee or authority.

### **Resolution + Feedback:**

- The complainant will be provided with an outcome or update within **ten (10) business days**.
- If further investigation is required, the complainant will be informed of the expected timeline.

### **Escalation (If Required):**

- If the issue remains unresolved, it may be referred to Basketball Queensland.

Caloundra Basketball Club Complaint Form				
<b>Complainant Information:</b>				
Name:				
Contact No:				
Your Role (circle one):				
Player	Coach	Referee	Parent	Spectator
Other (specify):				
<b>Complaint Details:</b>				
What is your complaint related to? (circle one)				
Referee	Another Player/Opposition	Staff	Playing Environment	Equipment
Other (specify):				
Provide Details (Name, Player No., Environment or Equipment details)				
Briefly describe what occurred?				
When did the issue arise?				
Day:		Date:		
Time:		Court No:		



Who was the first official to address the problem?	
Name:	
Position:	
Has this issue occurred before (circle one)?	
Yes / No	
What is your suggested resolution?	
Signature:	
Date:	
Submission: Completed forms should be emailed to <b>members@caloundrabasketball.com.au</b> for review and action.	

Thank you for raising your concerns. We appreciate your effort in helping us create a positive basketball environment.