



IBA Behavioural Framework – Complaints & Tribunal – March 2025

1. Purpose

To ensure all complaints and disciplinary matters are managed consistently, fairly, and in line with Basketball Queensland Tribunal By-Laws and IBA's Competition Rules.

2. Complaint Lodgement

- All complaints must be submitted through the [IBA Complaint Form](#) (available on the IBA website).
- Verbal complaints received at venues will be redirected to the online form. Staff may assist if necessary.
- Complaints should be submitted **within 48 hours** of the incident.

3. Initial Review by IBA

- **Competition Behaviour Complaints** (e.g., on-court, sideline, or game-day conduct) are reviewed by the **Community Coordinator**.
- **All Other Complaints** (e.g., administration, policy, governance) are reviewed by the General Manager (GM) or nominated Management Committee delegate.
- The responsible officer will:
 - Confirm the complaint is complete.
 - Check for conflicts of interest.
 - Identify whether the matter is:
 - **Competition Rules Breach** → IBA Administrative Tribunal (automatic penalty).
 - **Behavioural/Conduct Issue** → Referral to BQ Tribunal.

4. IBA Administrative Tribunal (Competition Rules Breaches)

- IBA does not conduct hearings but applies **automatic suspensions/penalties** under its Competition Rules.
- Examples:
 - Ejection = automatic 1 game suspension.
 - Two technical fouls = automatic 1 game suspension.
 - Other breaches as outlined in IBA Playing Regulations.
- These suspensions are applied immediately and communicated in writing to the player/coach and club delegate.
- Outcomes are recorded in **IBA's internal suspension register**.

5. Referral to Basketball Queensland (Behavioural/Conduct Issues)

- IBA does not convene an internal Tribunal for behavioural matters.
- All relevant complaints (e.g., breaches of BQ Codes of Conduct, referee abuse, spectator behaviour, serious misconduct) are referred directly to the **Basketball Queensland Tribunal**.
- The Community Coordinator (for competition behaviour) or GM (for other matters) will:
 - Forward the complaint and supporting evidence (referee report, witness statements, video, etc.) to **BQ Basketball Operations** via [submission](#) form.
 - Confirm referral with the complainant.
- Referral should occur within **48 hours of receipt**.

6. Record Keeping

- IBA retains a copy of all complaints, referrals, and automatic suspensions.
- **IBA Administrative Tribunal outcomes** are recorded in the **internal suspension register**.
- **BQ Tribunal outcomes** are noted once formally communicated back to IBA.

7. Communication with Parties

- IBA will confirm to the complainant that their matter has been referred to BQ (where applicable).
- IBA will notify players/coaches and club delegates of automatic suspensions under the Competition Rules.
- Further communication about Tribunal hearings and decisions rests with **BQ**.



8. Guiding Principles

- **Independence** – IBA does not adjudicate hearings; BQ handles all Tribunal matters.
- **Consistency** – Competition breaches result in automatic penalties as per IBA rules.
- **Fairness & Confidentiality** – All complaints are managed impartially and with discretion.
- **Timeliness** – Complaints and referrals are actioned promptly.

Complaint & Tribunal Matrix

Category	Examples	Responsible Officer	Action
Competition Behaviour – On-Court	Player ejection, technical fouls, fighting, abuse of officials	Community Coordinator	Apply IBA Administrative Tribunal automatic suspension; notify club delegate; record in suspension register
Competition Behaviour – Sideline	Spectator behaviour, coach misconduct, inappropriate language, breaches of BQ Code of Conduct	Community Coordinator	Assess and determine if referral to BQ Tribunal is required; prepare and forward complaint with evidence
Referee Program Issues	Referee abuse, referee performance complaints, integration with Referee Academy	Community Coordinator	Document and, if behavioural breach, escalate to BQ Tribunal
Community Programs	Issues in QHoops, GForce, FFS, Accessibility Hoops, school/community outreach	Community Coordinator	Review complaint; resolve where possible; escalate to GM if outside scope
Administration / Governance	Membership disputes, policy breaches, fee disputes, committee matters	General Manager (GM) or Management Committee delegate	Review complaint; escalate to Management Committee if required
Serious Conduct Issues	Discrimination, harassment, child safety concerns, major integrity breaches	GM (Mandatory) & Community Coordinator if competition-related	Refer directly to Basketball Queensland Tribunal and/or external authorities as required

Relevant Links:

- BQ Tribunal Submission: <https://form.jotform.com/90510501430843>
- IBA Complaint Form: <https://form.jotform.com/252598045309867>
- BQ Centralised Tribunal By-Laws: https://cdn.prod.website-files.com/645c37312e4131ceca6d3887/687753a0dcb6c7ae0e78b95b_Centralised%20Tribunal%20By-Laws%20June25.pdf
- BA National Tribunal Guidelines: https://cdn.prod.website-files.com/645c37312e4131ceca6d3887/64618cf1d8acfb3de9e737c_BA-National-Tribunal-Guidelines.pdf