



Woodville District Basketball Club Inc.

Grievance Procedure

Step	Team / Selection / Coaching or Playing	Member Protection Issue	Club Policy	Fee or Financial
Where violence or a threat of violence has occurred immediately report to SAPOL or relevant authorities, then alert a Member Protection Officer				
1	For State or National concerns, consult with the Woodville Junior Development Officer and raise with the relevant body	If comfortable to do so, discuss the issue calmly with the person causing concern.	Raise the issue calmly with a member of the Club Committee. Note: Policy issues may take a number of weeks to resolve.	Raise the issue with the Woodville Finance Officer
If not satisfied with the outcome				
2	For Woodville issues, discuss calmly with the coach in the first instance	If not comfortable to follow Step 1, raise the concern with one of the Member Support Officers	Escalate to the Member Support Officer	Escalate the issue with the Club Executive.
If not satisfied with the outcome				
3	Escalate the issue to the Junior Development officer	Lodge a formal complaint to the Member Support officer.	Lodge a formal complaint to the Member Support officer	Request a formal hearing with the Club Executive.
If not satisfied with the outcome				
4	Escalate to the Member Support Officer	Request a formal hearing with the Club Executive	Escalate the issue to a member of the club Executive.	
If not satisfied with the outcome				
5	Lodge a formal complaint to the Member Support officer	If not satisfied with the outcome, escalate the issue to the State body	Request a formal hearing with the Club Executive.	
If not satisfied with the outcome				
6	Request a formal hearing with the Club Executive			