



E. Bees

Junior Basketball Club Inc.

www.ebees.org.au



EBEES COMPLAINTS & GRIEVANCES POLICY

Club Philosophy

At Ebees, we believe that basketball is a sport available equally to boys and girls and we strive for a club culture that enables kids to have fun while supporting players at all levels to be the best they can be. We provide opportunity for kids to engage in physical activity, develop friendships, build their skills and most importantly enjoy their sport. To ensure this happens the committee has prepared and adopted the following policies.

Purpose

This document is an outline of the clubs approach to the management and resolution of an incident or complaint.

While we hope these procedures are rarely utilised, Ebees do not wish to discourage aggrieved persons from requesting resolution of any matter whatsoever.

We encourage all members to display tolerance and understanding of the difficulties borne by the volunteer coaches, referees and officials who support our basketball competition.

This Policy is aimed at complaints within the club and it should be noted that reported incidents that occur on the basketball court will be handled by MEBA. However should an incident occur that was not reported that a member wants to take up, a full written report can be submitted to the Ebees Secretary who will investigate and take up with MEBA or Basketball Victoria.

Overview

Ebees endorses grievance resolution as beneficial to the well-being of the Club and its membership. All complaints, formal or informal, will be considered seriously and will be attended to sensitively, promptly, and confidentially.

This policy covers general grievances (complaints) that relate to actions inconsistent with the philosophies of the Club in terms of sportsmanship, opportunity for competition, and general behaviour. The Club's ethos in these matters is set out in the various Codes of Conduct adopted by the Club.

This policy applies to all officials, coaches, players, parents of players, and supporters of the Ebees Junior Basketball Club (Inc.).

In seeking to guide their junior membership in developing appropriate, reasonable and tolerant attitudes and behaviour Ebees request their adult and senior members (officials, players, parents and supporters) to lead by example.

Grievances will be resolved as impartially as possible, recognizing the rights of all parties involved. The Club will not support false, vexatious or frivolous allegations, nor will it condone victimisation (retaliation or reprisal) against complainants who have acted in good faith.

Process

The Complaints & Grievances process is detailed on the next page.

At any time a complainant may choose to undertake grievance resolution with an external body e.g. MEBA.

Queries

All questions related to the Complaints & Grievances Policy should be initially directed to the Ebees Committee in writing via the contact us page on the website. All queries will be reviewed and responded to as soon as possible.

Authorisation

This policy was officially approved by the Committee on 9 June 2016.



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Flow chart for resolution of general grievances: Grievances relating to the fairness or the appropriateness of a decision or action of the Club or an individual.

