

South Australian Country Basketball Council Inc.

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Complaints & Grievance Policy

Version 2.0

Ratified by SA Country Council Executive – 12/10/2025

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Purpose

This policy ensures that grievances and complaints raised by members, volunteers, stakeholders, or community members are managed promptly, confidentially, fairly, and transparently, in the interest of maintaining good relationships within SA Country Basketball.

This Applies to

This policy applies to all members, volunteers, stakeholders, and community participants associated with SA Country Basketball.

Policy Statement

SA Country Basketball recognises that grievances and complaints may arise from time to time. People have the right to have their concerns considered through fair and respectful processes.

Where possible, grievances should be resolved cooperatively and informally before escalating to a formal complaint. A person raising a grievance will not be disadvantaged as a result of doing so.

Key Principles

- **Timeliness:** All grievances will be acknowledged within **7 business days** of receipt, and resolved within a stated timeframe (normally **20 business days**, unless complex).
- **Confidentiality:** Matters will be handled discreetly, and information shared only on a need-to-know basis.
- **Impartiality:** A conflict-of-interest check will be conducted. Where necessary, an independent officer, panel, or external body will be appointed.
- **Fairness:** Both complainant and respondent will be informed in writing of the scope, process, and timelines, and given the opportunity to present their perspectives.
- **Transparency:** Outcomes will be communicated in writing with a clear explanation of the rationale.
- **Process:** Complaints or grievances must be made via the Association unless it is an unresolved Association complaint or regarding an Association. An SA Country High Performance complaint or grievance

Complaint Resolution Pathway

1. **Informal Discussion:** Raise the concern directly with the person involved, if safe and appropriate.
 2. **Seek Advice:** Contact the Member Protection Information Officer (MPIO) for guidance.
 3. **Formal Complaint Submission:** Lodge a complaint via the official [Grievance Form](#).
 - **Acknowledgement:** Written confirmation will be provided within 7 days.
 - **Triage:** Complaint will be recorded, categorised (e.g., safeguarding, service, conduct), and risk-assessed.
 - **Assignment:** Complaints officer, an impartial officer or panel will be appointed to manage the matter.
 4. **Investigation:** A fact-based process will be undertaken, guided by principles of procedural fairness, evidence collection, interview protocols, and allowing support persons.
 5. **Decision & Communication:** The outcome will be delivered in writing, with reasons for the decision and expected timeframes.
 6. **Mediation (Optional):** A mediator may be appointed to facilitate resolution if appropriate.
 7. **Appeal/Review:** External escalation may occur to Basketball SA, Basketball Australia Integrity Unit, depending on the issue.
 8. **Closure & Learning:** All matters will be documented in the complaints register. Lessons learned and trends will be analysed to strengthen risk management and continuous improvement.
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Conflict

If a conflict of interest arises for any party involved, the matter will be referred to a more senior or independent person to ensure impartiality.

Support

At any stage of the process, complainants may seek the assistance of an agent, representative, or independent adviser.

Review

This policy will be reviewed bi-annually or sooner if required due to legislative or organisational changes.