



WODONGA BASKETBALL ASSOCIATION

COMPLAINTS & GRIEVANCES POLICY

Approved by: WBA Board

Date Approved: 6 October 2026

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1. PURPOSE

Wodonga Basketball Association (WBA) is committed to providing a safe, fair, inclusive and respectful environment for all players, coaches, referees, officials, volunteers, parents and spectators.

WBA recognises that complaints and grievances may arise from time to time and is committed to ensuring these matters are managed fairly, consistently, confidentially and in a timely manner.

This policy outlines the process for reporting, reviewing, investigating and resolving complaints and grievances within the Association.

All complaints will be managed in accordance with this policy, the WBA Constitution and applicable Basketball Victoria policies and by-laws.

2. REPORTING A COMPLAINT OR GRIEVANCE

All complaints should be submitted through the WBA Complaints, Incidents & Injury Reporting Form, available on the WBA website or via the following link:

<https://forms.gle/rziQNxJB8GJof4nBZ>

Complaints may also be raised directly with the Operations Manager or Complaints & Grievances Subcommittee where the online form is not suitable.

When submitting a complaint, individuals should provide as much information as possible, including:

- Details of the complaint or incident.
- Date and location.
- People involved.
- Any witnesses or supporting information.
- Any action already taken to address the matter.

Minor concerns may be resolved through respectful communication where appropriate. However, individuals are not required to attempt to resolve a matter themselves before submitting a complaint, particularly where serious misconduct or safety concerns are involved.

Anonymous complaints will be assessed, however will not be investigated.



Complaints involving child safety or immediate risks to an individual's wellbeing will be prioritised and escalated as required.

3. COMPLAINTS & GRIEVANCES SUBCOMMITTEE

The WBA Complaints & Grievances Subcommittee consists of:

- **Brent Ohlin** – Board Member
- **Carly Carr** – Board Member
- **Madi Zago** – Operations Manager

The Subcommittee is responsible for reviewing formal complaints, gathering relevant information, investigating matters where appropriate and determining suitable outcomes within its authority.

The Subcommittee may consult relevant program coordinators, coaches, team managers or other individuals where further information is required.

Conflicts of Interest

Where a member of the Subcommittee has an actual, potential or perceived conflict of interest, they will not participate in the investigation or decision-making process.

A suitable member of the WBA Executive Group will replace the conflicted member for that matter.

Where an independent replacement is not available, WBA may appoint another impartial person or refer the matter externally where appropriate.

4. COMPLAINTS MANAGEMENT PROCESS

WBA operates a three-level complaints management process to ensure concerns are handled appropriately according to their nature and seriousness.

LEVEL 1 – MINOR COMPLAINTS

Managed by: Operations Manager

Level 1 complaints involve minor operational, administrative or behavioural concerns that can generally be resolved without formal investigation.

Examples include minor disagreements, communication issues, administrative concerns and low-level behavioural matters.

Process:

1. The Operations Manager receives and reviews the complaint.



2. The Operations Manager resolves the matter directly or refers it to the relevant coordinator where appropriate.
3. The outcome is communicated to relevant parties and recorded.

Where a matter cannot be resolved or requires further consideration, it will be escalated to Level 2 or Level 3 as appropriate.

LEVEL 2 – FORMAL COMPLAINTS

Managed by: Operations Manager & Complaints & Grievances Subcommittee

Executive Group: Kept informed

Level 2 complaints involve matters requiring formal review, information gathering or investigation.

Examples include repeated behavioural concerns, coaching or program-related complaints, breaches of WBA Codes of Conduct, ongoing disputes or unresolved Level 1 complaints.

Process:

1. The complaint is received and referred to the Subcommittee.
2. The Executive Group is made aware of the complaint.
3. The Subcommittee gathers relevant information, including written statements, witness accounts and input from relevant program representatives where required.
4. Individuals against whom allegations are made are informed of the concerns and provided a reasonable opportunity to respond, including in writing.
5. The Subcommittee reviews the available information and determines an appropriate outcome within its authority.
6. The outcome is communicated to relevant parties and recorded.

Possible outcomes may include discussions, apologies, mediation, education, warnings where authorised or recommendations for further action.

Where the proposed outcome involves suspending, fining or expelling a member, the recommendation must be referred to the WBA Board for approval in accordance with the WBA Constitution.

LEVEL 3 – SERIOUS COMPLAINTS

Managed by: Operations Manager, Executive Group & Complaints & Grievances Subcommittee

Level 3 complaints involve serious misconduct, significant safety concerns or matters requiring formal investigation.

Examples include:



- Child safety concerns.
- Serious or repeated bullying.
- Harassment or discrimination.
- Threats, intimidation or violence.
- Serious or repeated breaches of Codes of Conduct.
- Complaints involving Board members or senior volunteers where independence is required.
- Other significant misconduct.

Process:

1. The complaint is immediately referred to the Operations Manager, Executive Group and Subcommittee, excluding anyone with a conflict of interest.
2. Any immediate safety concerns are addressed without delay.
3. Conflicts of interest are identified and managed.
4. A formal investigation or external referral is arranged where required.
5. Relevant information and evidence are gathered, with all parties afforded procedural fairness, subject to safety and legal requirements.
6. Findings and recommendations are referred to the appropriate decision-maker, including the WBA Board where required.
7. The outcome is documented and communicated to relevant parties where appropriate.

Where the proposed outcome involves suspending, fining or expelling a member, the recommendation must be referred to the WBA Board for approval in accordance with the WBA Constitution.

Any required disciplinary procedures, including notification, the opportunity to respond and appeal rights, must be followed.

Serious matters may be referred to Basketball Victoria, the relevant Tribunal, Victoria Police, child protection authorities or other appropriate bodies.

Child safety concerns, immediate safety risks and mandatory reporting obligations must be addressed without delay and must not wait for WBA's internal investigation process.

5. GAME-BASED INCIDENTS AND OFFICIALS' DECISIONS

Where a game-based incident has been acted upon by game officials and the officials consider the matter dealt with, WBA will only take further action under this policy in exceptional circumstances.

Exceptional circumstances may include serious misconduct, child safety concerns, significant breaches of Codes of Conduct or new information warranting further consideration.



This does not prevent matters from being reported or referred under applicable Basketball Victoria rules or legal requirements.

This policy is not intended to replace or provide a substitute for the Basketball Victoria Tribunal or Member Protection By-Laws.

Matters falling under these procedures will be managed or referred in accordance with the relevant Basketball Victoria requirements.

6. INVESTIGATION OF COMPLAINTS

Where a complaint requires investigation, the Operations Manager and/or Subcommittee may:

- Request further information from the complainant.
- Request a written response from the person or persons involved.
- Obtain statements from witnesses.
- Review relevant documents, communications, incident reports or supporting evidence.
- Consult relevant program coordinators or representatives where appropriate.
- Arrange a meeting or formal hearing where necessary.

All investigations will be conducted fairly and impartially.

Individuals against whom allegations are made will be provided with sufficient information about the complaint and a reasonable opportunity to respond before an adverse finding is made, subject to applicable safety and legal requirements.

Decisions will be based on the available evidence and relevant WBA or Basketball Victoria policies.

7. FORMAL HEARINGS

Where the Subcommittee considers that a formal hearing is necessary, individuals involved will be notified and provided with relevant information about the matters being considered.

The hearing process will:

- Provide all relevant parties with a reasonable opportunity to be heard.
- Allow written statements and supporting evidence to be considered.
- Permit a support person to attend where appropriate.
- Ensure those considering the matter are impartial.
- Maintain appropriate records of proceedings and decisions.

Where a person involved is under 18 years of age, a parent, guardian or other appropriate support person may attend, taking into consideration the child's safety and wellbeing.



Formal hearings must be conducted in accordance with applicable WBA constitutional requirements and Basketball Victoria procedures.

Where the matter is referred to the WBA Board for membership disciplinary action, the relevant hearing and appeal procedures under the WBA Constitution must be followed.

8. COMPLAINTS INVOLVING OTHER ASSOCIATIONS

Where a complaint involves a player, coach, official, volunteer or other individual from another basketball association, WBA will assess the matter and determine the appropriate reporting or referral pathway.

Depending on the circumstances, the complaint may be referred to the relevant association, Basketball Victoria, a Tribunal or another appropriate authority.

WBA may communicate with the relevant association to assist in resolving the matter where appropriate.

Any immediate safety concerns relating to WBA activities will be addressed regardless of which association the individual belongs to.

9. DISCIPLINARY ACTION AND WBA CONSTITUTION

All complaints will be managed in accordance with this policy, the WBA Constitution and applicable Basketball Victoria policies.

The Complaints & Grievances Subcommittee may investigate complaints, determine appropriate resolutions within its authority and make recommendations to the WBA Board.

Where a complaint involves the proposed suspension, fine or expulsion of a member, the matter must be referred to the WBA Board for approval.

Formal membership disciplinary action must follow **Section 10 of the WBA Constitution**, including the required notification, hearing and appeal procedures.

Where a dispute falls within **Section 11 of the WBA Constitution**, the applicable dispute resolution and mediation procedures must also be followed.

The Subcommittee does not have independent authority to suspend, fine or expel members.

10. TIMEFRAMES

WBA aims to acknowledge, investigate and resolve complaints as promptly as reasonably practicable.

The following timeframes will generally apply:



- **Acknowledgement:** Within three business days of receiving a complaint, where contact details are available.
- **Initial Assessment:** Within five business days.
- **Level 1:** Aim to resolve within ten business days.
- **Level 2:** Aim to resolve within one month where reasonably practicable.
- **Level 3:** Timeframes will depend on the seriousness of the matter, investigation requirements and any external involvement.

Where a formal hearing is required, WBA will aim to finalise the matter within three months where reasonably practicable.

These target timeframes do not override any mandatory timeframes specified in the WBA Constitution, Basketball Victoria policies or applicable legislation.

Where delays occur, relevant parties will be updated where appropriate.

Urgent safety matters will be addressed immediately and are not subject to ordinary complaint timeframes.

11. CONFIDENTIALITY

All complaints will be managed confidentially wherever possible.

Information will only be shared with individuals who are required to be involved in reviewing, investigating or resolving the complaint, or where disclosure is necessary for safety, procedural fairness or legal obligations.

Complaints must not be unnecessarily discussed or shared through general Board, coaching or team communication groups.

All parties involved are expected to respect the confidentiality of the process.

WBA will not tolerate intimidation, retaliation or victimisation of any person who makes a complaint in good faith or participates in an investigation.

12. OUTCOMES AND COMMUNICATION

Following the review or investigation of a complaint, relevant parties will be advised of the outcome where appropriate.

Possible outcomes may include:

- No further action.
- Informal resolution or discussion.
- An apology or mediation.
- Education or guidance.
- A formal warning where authorised.



- Referral to the WBA Board for disciplinary consideration.
- Referral to Basketball Victoria or another relevant authority.

All outcomes will be determined based on the nature of the complaint, available evidence and relevant policies.

WBA may not be able to disclose all details of an outcome where doing so would breach another person's privacy or confidentiality.

13. COMPLAINT RECORDS

All complaints will be documented in a confidential WBA Complaints Register.

The Operations Manager will be responsible for maintaining the register, except where a conflict of interest requires another authorised person to manage the matter.

The register will include details of the complaint, actions taken, relevant evidence, referrals and outcomes.

The Complaints & Grievances Subcommittee will ensure formal findings and decisions are appropriately documented.

The Executive Group and WBA Board will receive relevant updates while maintaining confidentiality.

Records and supporting evidence will be stored securely and made available only to authorised individuals.

14. POLICY REVIEW

This policy will be reviewed annually by the WBA Board or earlier where required due to changes in legislation, Basketball Victoria requirements or WBA procedures.

WODONGA BASKETBALL ASSOCIATION

Committed to providing a safe, fair and inclusive basketball environment for everyone.