

Canterbury Basketball Association

Complaints Procedure

Date Reviewed:	January 2022
Responsibility:	Management Team
Review Frequency:	3 Yearly
Next Review Date:	January 2025

All complaints concerning a CBA employee or volunteer should attempt to be dealt with immediately and professionally before they escalate to a formal complaint. The complainant should use the option which they are most comfortable with, and which is most appropriate to the situation. This policy outlines the options for dealing with complaints. It is preferable to attempt to deal with all complaints using the self-help or informal processes before going through the formal complaint procedure.

Self Help

The self-help method involves the complainant letting the staff member concerned know that they have an issue and this may result in the matter being quickly resolved in a low key manner. The complainant can do this in a number of ways:

- Tell the person directly what the issue is
- Write a letter on a private and confidential basis to the person identifying the concern
- Take a support person with them when they verbally discuss the issue with the staff member

Informal

The informal method involves getting someone to help resolve the situation. That person will need to talk to the individual concerned about what happened. They will then talk about the complaint to the person identified. If there is an agreement on what happened and what will resolve the situation, then the issue can be resolved confidentially between the immediate parties.

Formal Complaint

If there is no resolution the complainant may wish to make a formal complaint. This process can be used for a complaint concerning a Canterbury Basketball employee, volunteer, programme or event and can initially be made verbally, by phone, or in writing. This process outlines the procedure to follow once the initial complaint is received.

To make a formal complaint:

- The complainant should contact the CBA office
- The complainant is to submit a written complaint containing all pertinent information
- The initial complaint will be acknowledged within 7 days
- Staff member concerned documents their response
- Staff member concerned discusses the complaint with the Chief Executive and plan a way forward
- Depending on the seriousness of the complaint, the issue may be referred to the Chair of the Board for further discussion
- The complaint will be investigated and discussed, if applicable, with all parties involved, and resolutions made and signed off
- All complaints will be dealt with within fourteen days
- If the issue cannot be resolved, a third party or independent mediator will be engaged
- Criminal acts will be reported to the Police
- Once resolved a copy of the complaint and resolution is to be filed on the CBA drive