



Karratha Basketball Association

Association Complaints Process





Karratha Basketball Association - Complaints Process

INTRODUCTION AND FOREWORD

It is recommended that all involved with the Karratha Basketball Association (KBA) are familiar with the Association Complaints process.

KBA reserves all right to make amendments or inclusions at any time, should it become necessary as determined by the KBA Committee.

For clarification, please direct your enquiry in writing to the KBA Competitions Manager or KBA Committee.

CHANGE HISTORY

Revision	Revision Date	Revised By	Change Description
1.0	10.03.2023	Chris McAllister Kayla Harrison	Document published



1. Purpose

- 1.1 To ensure that complaints raised by members of the Karratha Basketball Association (KBA) (including members of the Committee and Office), Volunteers, Stakeholders or Community members are dealt with, in a prompt and equitable manner.
- 1.2 A **complaint** is a general expression of dissatisfaction with a situation or the behaviours of a person(s) within the Association.

2 Procedure

It is recognised that people associated with Karratha Basketball Association will from time to time have complaints that need to be resolved in the interest of maintaining good relationships within the Association, KBA believes that:

- 2.1 People have the right to have their concerns receive careful consideration through established processes that are timely and based on fairness and respect.
- 2.2 The best resolution is one that is reached cooperatively and informally where possible, prior to a formal complaint being lodged in writing.
- 2.3 A person making a complaint will not be disadvantaged in anyway as a direct result of the complaint.
- 2.4 Where a formal complaint is received by the Complaints Handler, it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

Karratha Basketball Associations' Constitution and By-Law's together with Basketball Western Australia Member Protection Policy & Tribunal Rules provide appropriate guidance on how incidents that arise during games are to be dealt with.

- 2.5 **Incident:** An incident may occur before, during or after a fixtured activity, within the confines of the Stadium or its surrounds, or elsewhere if directly related to the fixtured activity
- 2.6 **Reports:** Can only be made by an KBA Official, through the lodgement of an Official Report Form. For the avoidance of doubt, KBA Officials include:
 - 2.6.1 Rostered Games Controllers
 - 2.6.2 Rostered Referee Representative
 - 2.6.3 Rostered Referees
 - 2.6.4 Rostered KBA Game Staff



2.6.5 KBA Office Staff

2.6.6 KBA Committee Members

2.7 A report can be lodged in relation to any person, team, or club, as may be required. Following receipt of a report, a Tribunal may be scheduled to hear the matter. In some instances, an Administration Tribunal may be appropriate to address the matter –at the discretion of the KBA Committee.

3 Seeking Resolution

3.1 All parties shall always seek to resolve any issue in good faith. This complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

4 Member Feedback:

A member has three options available to provide feedback, to complain about areas of concern, or to report incidents.

4.1 **Option 1:** Discuss your concerns at the time, on game day, with the Games Controller/Referee Supervisor (whichever is most appropriate).

4.1.1 The Games Controller / Referee Supervisor will advise if any further action will be taken, in their complete discretion, or advise you to proceed with Options 2 or 3

4.2 **Option 2:** Speak with your Club, to seek a Formal Complaint to be lodged on Club letterhead/email.

4.3 **Option 3:** Provide feedback* or lodge an Official Complaint directly to the Association.

4.3.1 *Member Feedback directly to the Association is welcomed, subject to being placed in writing and sent to the email address admin@karrathabasketball.com.au. KBA will review your feedback and refer items as appropriate. However please note:

4.3.2 Member Feedback should be utilised to bring matters to the attention of KBA, not to seek a formal response.

4.3.3 KBA will review Member Feedback, but KBA policy is that KBA will not directly respond to Member Feedback received. As such, Members must be aware that an email reply may not be received.

4.4 A formal complaint should be lodged should a member desire a formal response. Please be assured that all Member Feedback that is received is given due consideration by KBA with actions taken where required.



5 Formal Complaints

- 5.1 A formal complaint can be lodged by any Domestic Club President or Association Member, in writing to admin@karrathabasketball.com.au.
- 5.2 A formal complaint will be considered in the following manner:
 - 5.2.1 Has the Complaint been addressed correctly by the Complainant? (e.g., referenced breaches of Code of Conduct, By-Laws, or Constitution).
 - 5.2.2 Has the Complaint specifically detailed the incident and their concerns (facts must be presented rather than opinions).
 - 5.2.3 Reviewed by the KBA Committee.
 - 5.2.4 If another party is involved, they will be fully informed of the full details of the complaint and asked to respond to the complaint.
 - 5.2.5 KBA may also contact other witnesses, the Games Controller, Referee Supervisor or any other relevant personnel for clarity or confirmation of the complaint.
- 5.3 Your complaint will not relate directly to the outcome of a game and this procedure shall not be used to determine a specific game outcome. For this purpose, the proper conduct of a **protest** will be undertaken as outlined in the FIBA rules (outlined below).
- 5.4 A formal complaint will be dealt with promptly, seriously, sensitively, and confidentially. This response will include:
 - 5.4.1 Acknowledge receipt of the complaint.
 - 5.4.2 Advise complainant as to which Staff or other KBA appointed personnel have given due consideration to the complaint.
 - 5.4.3 Provide a direct response to any specific matters outlined in the Complaint.
 - 5.4.4 Advise if the matter is to be Referred to a Tribunal or Judiciary Panel.
 - 5.4.5 If the complainant does not agree with this resolution or outcome, or there is dissatisfaction with the handling of the complaint, they can appeal this response in writing to admin@karrathabasketball.com.au.
 - 5.4.6 If the complaint remains unresolved, either party can refer the matter to Basketball Western Australia or other body dependent on the nature of the complaint.
 - 5.4.7 Any party may seek the assistance of an agent throughout this process.



- 5.4.8 If the complaint is substantiated and the KBA Committee believe disciplinary action is required, this will be determined in accordance with Section 10 of the Karratha Basketball Association Constitution.
- 5.4.9 If the complaint is unsubstantiated or of a general nature KBA will provide a response acknowledging the concern and outlining the reasons behind the decision to unsubstantiate the claim.

6 Trivial/ Persistent Matters:

- 6.1 The lodgement of persistent or trivial Formal Complaints or Reports is deemed to be against the Code of Conduct for Players, Coaches, Officials, Parents, Administrators and Volunteers, and in some cases can be considered to bring the Association or the Competition into disrepute. Where such actions are identified, it will be presented to the KBA Committee for consideration and to determine whether the matter will be referred to a Tribunal or Judiciary Panel for consideration.

7 Protest

All protests will be dealt with in accordance with the Protest Procedure outlined in the FIBA rules.

- 7.1 A team may file a protest if its interests have been adversely affected by:
 - 7.1.1 a. An error in scorekeeping, timekeeping or shot clock operations, which was not corrected by the referees.
 - 7.1.2 b. A decision to forfeit, cancel, postpone, not resume, or not play the game.
 - 7.1.3 c. A violation of the applicable eligibility rules.
- 7.2 To be admissible, a protest shall comply with the following procedure:
 - 7.2.1 The captain (CAP) of that team shall, no later than 15 minutes following the end of the game, inform the crew chief/senior referee that their team is protesting the result of the game.
 - 7.2.2 The team shall submit the protest reasons to the crew chief/senior referee in writing no later than 1 hour following the end of the game. Protests to be submitted to admin@karrathabasketball.com.au
 - 7.2.3 The crew chief (or commissioner, if present) shall, following receipt of the protest reasons, report in writing the incident which leads to the protest, to the FIBA representative or to the competent body.



- 7.2.4 The competent body shall issue any procedural requests which it deems appropriate and shall decide on the protest as soon as possible, and in any event no later than 24 hours following the end of the game. The competent body shall use any reliable evidence and can take any appropriate decision, including without limitation partial or full replay of the game. The competent body may not decide to change the result of the game unless there is clear and conclusive evidence that, had it not been for the error that gave rise to the protest, the new result would have certainly materialised.
- 7.2.5 The decision of the competent body is also considered as a field of play rule decision and is not subject to further review or appeal. Exceptionally, decisions on eligibility may be appealed as provided for in the applicable regulations.

8 Correctable Errors

In accordance with the FIBA rules (Art. 44), the following are the only correctable errors during a game of basketball. The procedure for dealing with correctable errors is outline in the FIBA rules.

- 8.1 Referees may correct an error if a rule is inadvertently disregarded in the following situations only:
- 8.1.1 Awarding an unmerited free throw(s).
 - 8.1.2 Failing to award a merited free throw(s).
 - 8.1.3 Erroneous awarding or cancelling of a point(s).
 - 8.1.4 Permitting the wrong player to attempt a free throw(s).