



RESOLUTION OF GENERAL GRIEVANCES (COMPLAINTS) - POLICY & GUIDELINES

In accordance with progressive club management and modern attitudes to conflict resolution, Panthers Basketball Club has formulated its own process for the resolution of general grievances (complaints). The full policy and procedures is available on request through the Secretary.

Panthers Club has no desire to encourage an ethos based on blame or conflict. We encourage our membership to display tolerance and understanding of the difficulties borne by the volunteer coaches, referees and officials who support our basketball competition. We encourage forbearance of acts of gamesmanship and mildly derisive comments (teasing) between players.

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

Panthers Basketball Club 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 Panthers 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, and the Panthers Creed.

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

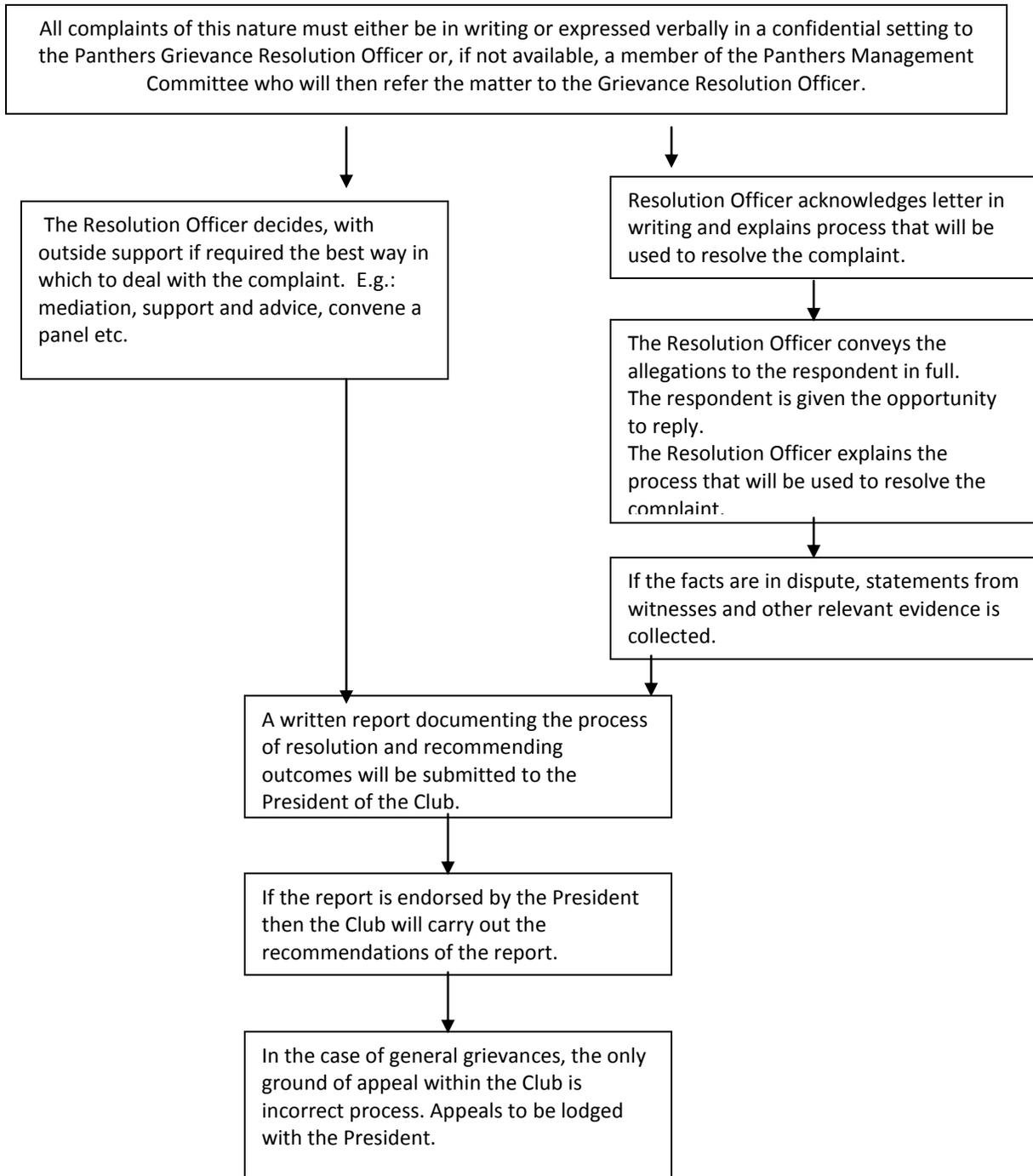
In seeking to guide their junior membership in developing appropriate, reasonable and tolerant attitudes and behaviour Panthers request their adult and senior members (officials, players, parents and supporters) to lead by example.

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 victimization (retaliation or reprisal) against complainants who have acted in good faith.

Panther's Grievance Resolution Officer for this season is _____ . If you don't know him/her, ask any Panthers Committee member for an introduction.

Grievance forms can be obtained from The Secretary, Panthers Basketball Club, P.O. Box 321, Mundaring WA 6073.

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.



At any time a complainant may choose to undertake grievance resolution with an external body e.g. State Association, Hills Raiders Basketball Association.

Last updated January 2013