



COMPLAINTS, INCIDENTS & FEEDBACK POLICY

PLHBA Policy – CIF

UPDATED: JUNE 2025

Perry Lakes Hawks Basketball Association Inc.
ABN: 65 140 754 146



CONTENTS

1.	OVERVIEW.....	3
2.	COMPLAINTS.....	3
3.	INCIDENTS.....	3
4.	FEEDBACK.....	4
5.	JUNIOR DOMESTIC CLUB COMPLAINTS.....	4



1. OVERVIEW

- 1.1 Any member that seeks to lodge a complaint, report an incident or provide feedback in relation to actions that occur within our association must be submitted via the officials PLBHA Member Complaints, Incidents & Feedback Submission form.
- 1.2 The Perry Lakes Hawks Basketball Association various Rules of Operation and BWA Tribunal By-Laws provide appropriate guidance on how incidents that arise in the association are dealt with.

2. COMPLAINTS

- 2.1 Complaint submissions should be utilised to bring matters to the attention of the PLHBA, not seek a formal response.
- 2.2 All Junior Domestic Competition related complaints must be directed to your relevant Domestic Club.
 - 2.2.1 Complaints submitted that should be directed to your Junior Domestic Club will be disregarded.
- 2.3 PLHBA Management will review complaint submissions, but PLHBA Policy is that PLHBA Management will not directly respond to complaint submissions received.
 - 2.3.1 As such, members must be aware that a reply may not be received.
- 2.4 A complaint cannot be used to dispute “in game” referee decision, scorer errors, officials game rulings or general issues, such as but not limited to:
 - 2.4.1.1 Referee decisions
 - 2.4.1.2 Perceived rough play
 - 2.4.1.3 Perceived bias
 - 2.4.1.4 Scorer error
- 2.5 The lodgement of persistent or trivial complaints is deemed to be against the required Code of Conduct for Players, Coaches, Officials and Spectators, and in some cases can be considered to bring the Association or the competition into disrepute.

3. INCIDENTS

- 3.1 An Incident may occur before, during or after a fixtures/scheduled activity, within the confines of the venue or its surrounds, or elsewhere if directly related to the fixtured/scheduled activity.
- 3.2 Incident submissions should be utilised to bring matters to the attention of the PLHBA, not seek a formal response.
- 3.3 All Junior Domestic Competition related incidents must be directed to your relevant Domestic Club.
- 3.4 PLHBA Management will review incident submissions, but PLHBA Policy is that PLHBA Management will not directly respond to all incident submissions received.
 - 3.4.1 As such, members must be aware that a reply may not be received.



4. FEEDBACK

- 4.1 Feedback submissions should be utilised to bring matters to the attention of the PLHBA, not seek a formal response.
- 4.2 Feedback submissions should relate to PLHBA directly and not Domestic Clubs.
 - 4.2.1 PLHBA encourage feedback that relates to Domestic Clubs to be sent to the relevant Domestic Club.
- 4.3 PLHBA Management will review feedback submissions, but PLHBA Policy is that PLHBA Management will not directly respond to all feedback submissions received.
 - 4.3.1 As such, members must be aware that a reply may not be received.

5. JUNIOR DOMESTIC CLUB COMPLAINTS

- 5.1 A Junior Domestic Club Complaint can be lodged by any Domestic Club President, in writing on Official Club Letterhead.
 - 5.1.1 A Junior Domestic Club Complaint must be in relation to a specific incident of a serious nature such as, but not limited to:
 - 5.1.1.1 Abuse
 - 5.1.1.2 Threatening Behaviour
 - 5.1.1.3 Child Safeguarding
 - 5.1.1.4 Violence
 - 5.1.1.5 Breach of Rules of Operation
- 5.2 A Junior Domestic Club Complaint will be managed in the following manner:
 - 5.2.1 The Junior Domestic Club Complaint will be considered by the PLHBA CPM.
 - 5.2.2 At the discretion of the CPM, the Junior Domestic Club Complaint may be presented to PLHBA Management for review.
 - 5.2.2.1 Following the review, the Junior Domestic Club Complaint will be responded to in writing by PLHBA Management within 28 days.
 - 5.2.2.1.1 The response will:
 - 5.2.2.1.1.1 Acknowledge receipt of the complaint.
 - 5.2.2.1.1.2 Advise the complainant as to who was given due consideration to the complaint.
 - 5.2.2.1.1.3 If required, provide direct response to any specific matter outline in the complaint and action taken.
 - 5.2.3 A Junior Domestic Club Complaint cannot be used to dispute “in game” referee decision, scorer errors, officials game rulings or general issues, such as but not limited to:
 - 5.2.3.1 Referee decisions.
 - 5.2.3.2 Perceived rough play.
 - 5.2.3.3 Perceived bias.
 - 5.2.3.4 Scorer error.

