

# Altona Gators - Incidents & Complaints Policy

This policy has been created to aid as guidance in the management of an incident or complaint.

The by-laws are made for the protection of all participants in basketball. There is particular emphasis in the offences under the By-laws on protection of officials, with considerably heavier penalties for offences committed against officials. Any report laid by a game official is managed via the normal BV Tribunal process.

This policy compliments the BV Tribunal By-Laws by providing a mechanism for incidents to be investigated and acted upon where they are not observed by game officials or do not occur in the direct context of a basketball game. It should also be noted that once any game based incident is acted on by game officials and the officials consider the matter dealt with, the association would only take further action under this policy in exceptional circumstances. Refer to Fact Sheet - Who is responsible for reporting incidents

This policy defines the difference between a grievance and a complaint as follows:

- **A grievance** is a more specific and serious feeling of wrong doing that relates to breaches of the code of conduct, harassment, discrimination or vilification by person(s) within the Altona Gators or external to the Association
- **A complaint** is a general expression of dissatisfaction with a situation or the behaviours of other person(s) within the program
- **Mediation** is the attempt to effect a peaceful settlement between disputing parties via the facilitation of another independent third party, with all parties and the mediator present at the same time. The parties involved in the dispute determine the resolution themselves rather than have it imposed on them.
- **An Incident** is a distinct piece of action or occurrence that is noteworthy. This can be a Code of Conduct Breach, injury, accident, theft, property/equipment damage or safety breach

# Altona Gators - Incidents & Complaints Policy

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## PROCEDURES – INCIDENTS:

1. Altona Gators will only receive grievances in writing using the Altona Gators Incident Report Form no later than 7 days after the incident. These reports will be logged in an appropriate register to record the date of receipt, name of the complainant and general nature of the incident
2. The Gators Program Co-ordinator will initially assess an incident on the basis of the written information.
  - (2.1) should the Program Co-ordinator determine that the incident is related to a Code of Conduct breach this will be forwarded to the Gator Grievance Panel.
  - (2.2) should the Program Co-ordinator determine that the incident is more appropriately handled as a complaint it will be referred to the relevant person/s
  - (2.3) Incidents that relate to injuries, safety issues, property or equipment damage will be referred to the relevant governing bodies to action.
3. Gators Grievance Panel will comprise of the following roles:  
Program Co-ordinator, Director of Coaching, Team Manager Co-ordinator, Club Delegate, ABBA representative, VBRA representative, Past Senior Player, Parent of Past Junior player or other co-opted persons as required.
4. Code of Conduct breaches will require a Panel of 3 people to be appointed from the Gators Grievance Panel, with one member acting as Panel Chair.

The following will apply to Panel hearings:

  - (4.1) The Panel must meet within 14 days of being formed;
  - (4.2) The Panel will invite all parties in the matter to be heard;
  - (4.3) All parties will be advised in writing of the outcome of the Panel hearing
5. The Panel has the discretion to determine if the Panel hearing should be conducted in the form of a mediation (refer definition), or as a tribunal (where parties present their views separately without the other present).
6. The Altona Gators Representative program notes that the Basketball Victoria Member Protection By-Law states that whether or not behaviours are Harassment or Bullying is determined from the point of view of the person receiving the harassment.
7. All internal processes for hearing a grievance should be completed within three months of the initial grievance being lodged.
8. Once an outcome of the grievance is determined, the Panel or its nominee should close the grievance in the register and record the outcomes of the matter. If a matter that has been dealt with as mediation and fails to deliver an acceptable resolution to both parties, then it will refer to the tribunal format and the panel can decide whether or not this held at a set time over a period to gather further facts and may or may not require the parties central to the dispute to provide further accounts.
9. Should the aggrieved party not be satisfied with the outcome, they should advise the Gators Program Coordinator in writing and the grievance should be escalated to Basketball Victoria under the provisions of the Member Protection By-Law
10. All participants at the Altona Gators Representative Program should be aware of the very clear definition harassment, discrimination or vilification contained in the Member Protection By-Law of Basketball Victoria as under the By-Law, ignorance is not an excuse.
11. Any complaint of a member protection issue must be sent directly to Basketball Victoria the association will act as a conduit between the 2 parties.

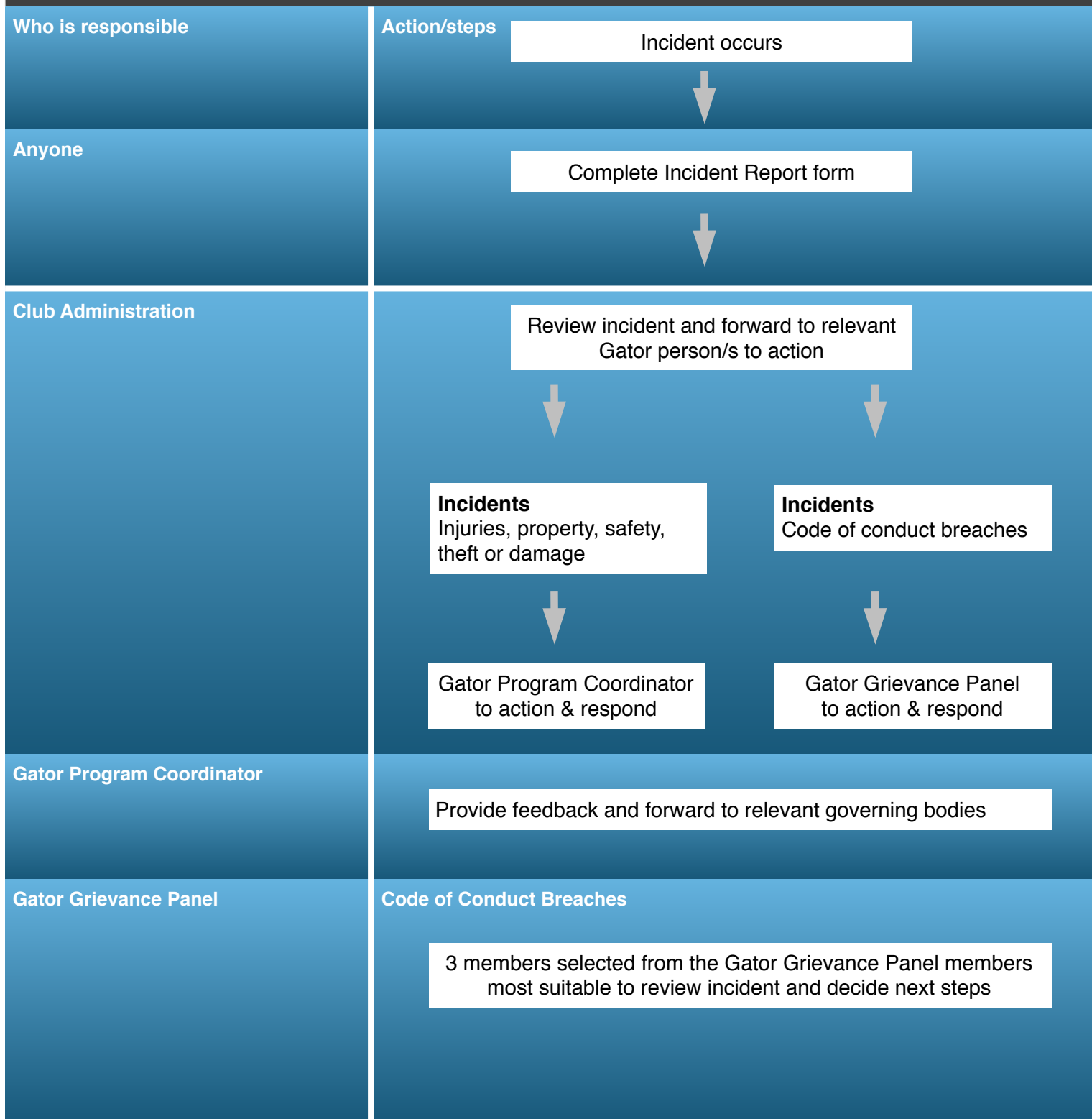
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## PROCEDURES – COMPLAINTS:

1. Any person who feels unhappy with the behaviour of another participant should attempt to resolve the matter directly with the other party in a calm and orderly way
2. Should the person be unable to resolve the matter and wish to take further action, they should raise a complaint in writing to the Altona Gators via [info@gators.net.au](mailto:info@gators.net.au)
3. The Gators Program Co-ordinator will initially assess the complaint on the basis of the written information and forward to most appropriate Program Official to manage.
4. The complainant will be contacted by the Program Official to discuss the best course of action. In most cases mediation will be recommended.
5. Should a mediation meeting between parties resolve a complaint, then no further action is required.
6. The Program Official will attempt to mediate the matter within two weeks of receiving the complaint – this may include discussions/meetings /statements between affected parties and involve other relevant people, if appropriate.
7. If the Program Official feels after discussions/meetings of the parties involved decides there is a grievance, he/she will complete a report and submit to the Gators Program Co-ordinator for further action.
8. Any person who feels dissatisfied with an action or outcome should raise the matter either in writing with the Secretary of the Altona Bay Basketball Association. The Association executive will review and respond to the complaint.

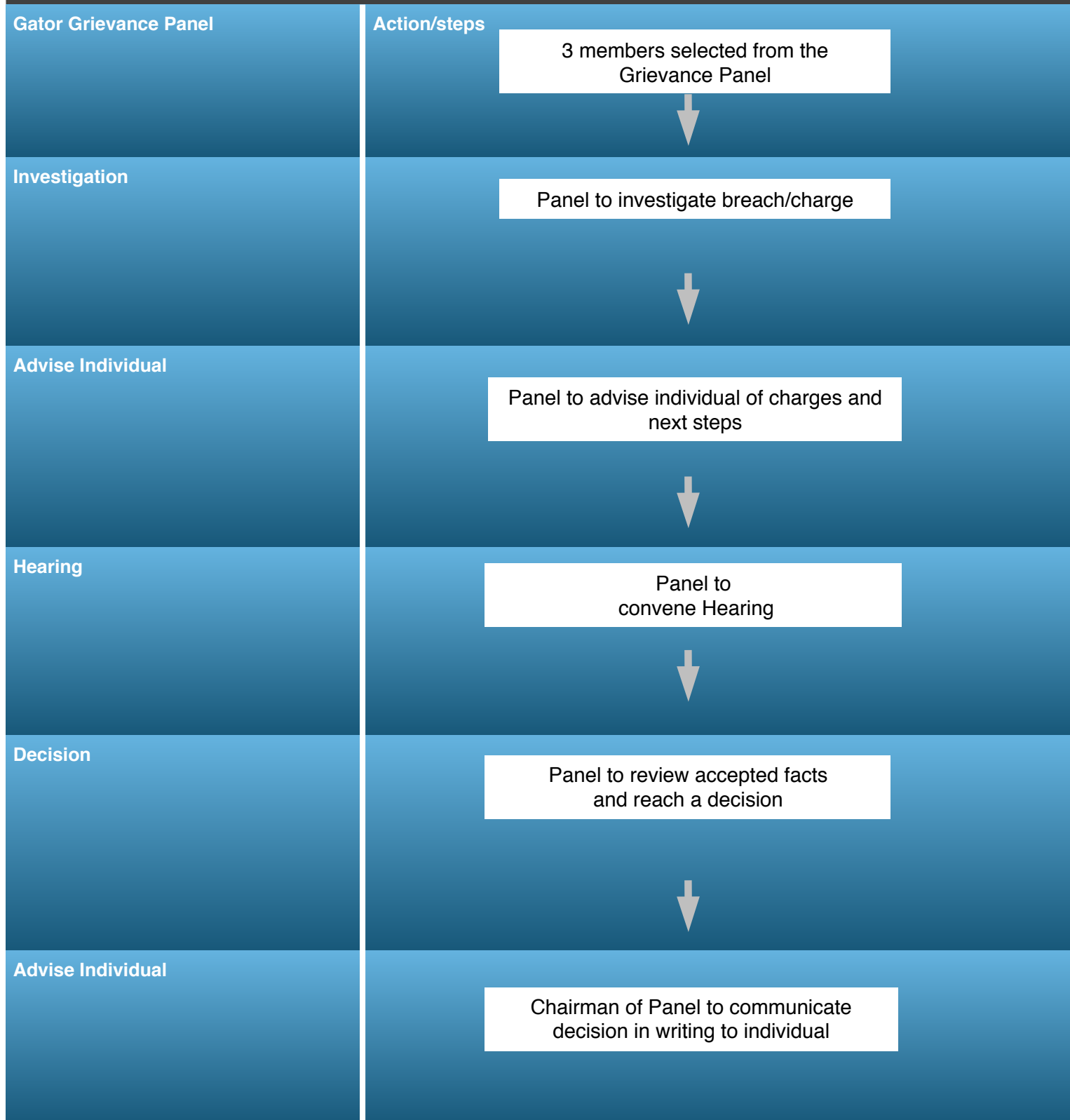
# Altona Gators - Incident Process



*Gator Grievance Panel will comprise of the following roles:*

*Program Coordinator, Director of Coaching, Team Manager Coordinator, ABBA representative, VBRA representative, Past Senior player, Club Delegate, Parent of past player or other co-opted persons as required*

## Altona Gators - Code of Conduct Breach Process



*Note: Internal Process to be completed within 3 months of grievance being lodged*

# FACT SHEET 1: WHO IS RESPONSIBLE FOR DEALING WITH AN INCIDENT?

Coaches, officials and team managers want to put a stop to bad behaviour at sporting events, but are often unsure of what they can do to intervene and who is responsible for what. Here are some steps that can be taken depending on the seriousness of the incident:

- **Reporting inappropriate behaviour** - *Responsibility of everyone*  
Behaviour that contravenes the codes of conduct should be reported at the time to the venue supervisor or Gator Official. Any person who is unsure who the venue supervisor is should report the incident to a Gator official (Coaches, Team Managers, Team Manager & Program Co-ordinator).  
Formalise report - follow Gator Incident & Complaints policy
- **Approaching the offender** - *Responsibility of the venue supervisor/ Gator Official if the offender is at a game or training*  
Only the venue supervisor or an official should approach the offender - this prevents the situation escalating.
- **Issuing warnings** - *Responsibility of the Grievance Panel*  
The first time a person breaches the code of conduct, they might be issued with a warning. The person might not be aware that their behaviour is unacceptable and should be notified of the Code's of Conduct regarding behaviour.
- **Taking disciplinary action** - *Responsibility of the Grievance Panel or State Association*  
If the conduct is repeated or of a serious nature the Grievance Panel will consider taking disciplinary action in accordance with its rules. This might result in counselling, suspension or expulsion. The issue maybe escalated to the State Association for action.
- **Removing people from the venue** - *Responsibility of the referee/referee supervisor or venue supervisor*  
A referee can ask for a person to be removed from the stadium should they believe the person's conduct contravenes the code of conduct. A player or coach may also be disqualified from the game for unsportsmanlike conduct.
- **Suspending play** - *Responsibility of the referee/referee supervisor*  
The referee/umpire may suspend play and refuse to restart until appropriate action has been taken. They may request that a person is removed from the sideline and, in serious cases, abandon the game altogether.
- **Involving the police** - *Responsibility of the venue supervisor*  
If a person feels the behaviour of another constitutes a criminal act the police should be notified immediately by the venue supervisor.

# Altona Gators - Incident Report Form

Name and role of person completing this form:

Signature of person completing this form:

Date:

## Incident

Date and time of incident:

Type of Incident:

Name/s of person/s involved in the incident and their clubs/associations:

Description of incident: (circle type of incident)

1. Injury
2. Code of conduct breach
3. Safety/facility breach
4. Property/equipment damage
5. Theft
6. Other

Details:

Witnesses (include contact details):

Description of actions taken at the time of the incident: (in the case of injury indicate if medical treatment was required)

# Altona Gators - Incident Report Form

## Follow up action

<b>Incident Reported:</b>	<b>Date:</b>
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### CLUB/ASSOCIATION TO COMPLETE:

#### Description of actions taken:

#### Final Outcome:

**Future Prevention:** Can this incident be prevented at future club activities? If so.how?

## Incident process

1. Use this form to report any incident, code of conduct breach, injury, accident, theft or damage. Must be submitted within 7 days of incident.
2. Email completed form to [info@gators.net.au](mailto:info@gators.net.au) or in person to Gator Basketball Office on Sundays, where it will be actioned by the relevant Gator person/s

**Disclosure: All information on this form will not be disclosed without your consent unless required by law**