

# COMPLAINTS PROCEDURE

If you wish to make a complaint, there are several options available to you:

- If your concern is related to the behaviour of players, spectators or officials during a game you should, in the first instance speak with the Court Supervisor.
- If your concern is related to draws, registrations, point tables or player eligibility you should in the first instance speak with the Competitions Manager/s. They are contactable Monday to Friday during business hours.
- If your concern is related to the Representative Program you should in the first instance speak with your Representative Team Manager and then the Representative Manager.
- If your concern is related to the state of the building you should in the first instance speak with the Court Supervisor. If it is not an urgent matter that can be cleaned or fixed quickly you should speak to the Operation Manager. They will be contactable Monday to Friday during business hours.

## POINTS OF CONTACT

### Domestic Competition

Issue	First point of contact	Further contact
Player Behaviour	Court Supervisor	Competitions Manager
Referee Behaviour	Court Supervisor or Referee Development Officer	Competitions Manager
Parent or Spectator Behaviour	Court Supervisor	Competitions Manager
Competition Draw or Point Scoring	Competitions Manager	
Player Registration	Competitions Manager	

## Representative Basketball

Issue	First point of contact	Further contact
Representative Payments	Administration	Representative Manager
Representative Referees	General Manager	
Parent or Spectator Behaviour	Team Manager	Representative Manager
General Representative Problem	Team Manager	Representative Manager

## General

Issue	First point of contact	Further contact
Urgent Stadium Maintenance	Court Supervisor	General Manager
Staff Behaviour	Operations Manager	General Manager
Child Protection Issue	Operations Manager	General Manager