

Langwarrin Park Lazers Basketball Club - Grievance and Complaints Resolution procedure

Report your grievance

- All general grievances, allegations and incidents must be reported to the Club grievance & complaints officer, in writing to president@langwarrinlazers.com.au , with the subject line Att: grievance and complaints officer.
- •Members should expect that all grievances reported will be responded to in a timely manner within 24-48 hours of the compliant being made.
- •All matters reported will be treated impartially and confidentially.

Receive a response

- •The Club grievance & complaints officer will consult with Club management to determine how best to respond to the complaint eg: mediation between parties, support & advice, referral to external authorities.
- •The Club grievance & complaints officer will then respond to the complainant to discuss the issue further and explain the process of how the issue will be resolved.

Respondent contacted

- •The Club will seek to inform the respondent of any allegations made, and provide a fair & impartial opportunity for the person/s to respond to the complaint.
- •The Club grievance & complaints officer will recive the response and explain to the respondent the process of how the issue will be resolved.

Resolution process

- Resolution will be determined on a case by case basis as per the Club's decision on how best to resolve the issue. Endorsement of this process will be sought from the Club's president.
- •Both parties will then be informed in writing of the Club's recommendations. Where it is not practicable to provide a written response, the parties will be informed verbally in a confidential setting.

Appeals

•In the event that the recommendations of the grievance and complaints officer are disputed, appeals should be made in writing to the Club president at **president@langwarrinlazers.com.au**, who will then make a final ruling.

At any time throughout the process, a complainant may choose to seek guidance or advice from an external body eg: Frankston District Basketball Association or Basketball Victoria.