



Toorak Basketball Complaints Process

Principles:

- **Toorak Basketball Club is committed to resolving complaints** in accordance with our policies, procedures and values.
- **Complaints must be made in writing to join@toorakbasketball.org.au** ensure documentation of issues and resolution attempts
- **Complaints are managed by the Club Complaints Officer.**
- **Complaints beyond the remit of the Club will be referred to the appropriate authority** (e.g. police)
- **Complaints can be informal** (requesting assistance to resolve) **or formal** (requesting resolution).
- **Complaints will be managed as far as practicable on a confidential basis**
- **The final decision for any complaint rests with the Club Committee** and sanctions may include: verbal or written apology, suspension or termination of membership / appointment(s).
- **If any conflict of interest exists with Complaints Officer, or Committee member, they will be recused.**

