

COMPLAINTS / GRIEVANCE PROCEDURE

All minor complaints should be directed initially to the Team Manager. If the issue cannot be dealt with immediately, the Team Manager should discuss the issue with the Coach.

If the issue is related to coaching or playing time, this should be directed initially to the Director of Coaching (DoC).

Non coaching matters, or matters of a more serious nature, should be referred to the Junior Development Coordinator and/or Team Manager Liaison from the Junior Braves Committee (JBC). The persons in these mentioned positions will either resolve the problem, or bring the issue to the attention of the JBC/ Bendigo Basketball Association (BBA).

Issues directed may then be referred to the Board of the BBA, to an external agency, or other mediation service deemed suitable to assist with a settlement of the matter.

All complaints must be in writing and include the name of the author. Anonymous letters of complaint will not be considered. If the author would like to have their name withheld this can be arranged.

JBC meetings are held monthly to review such matters and if required due to the serious nature of the issue may be held before this time period.

Persons to contact:

Junior Development Coordinator
Kelly Hartmann
kelly.hartmann@bendigostadium.com.au
Ph: 03 5440 6246

Team Manager Liaison from Junior Braves Committee
Anita Harrington
anita@tonyharrington.com.au

The above mentioned persons are those with whom complaints of a serious nature; grievances; concerns for player welfare; or other serious matters are to be brought up with.