



CONCERNS FOR PARENTS

The Malvern Tigers Basketball Club's guideline for dealing with common operational concerns is outlined below. Note that this is distinct from the Grievance Procedures for dealing with complaints.

In line with the Club's principles of respect, fairness, transparency, safety and inclusiveness, we seek to apply the following standards for our members when dealing with your concerns:

- **Treat** your queries seriously
 - **Act** promptly
 - **Treat** people fairly
 - **Remain** neutral
 - **Keep** you informed
 - **Try to Maintain** confidentiality if possible
 - **Protect** against victimisation
 - **Keep** accurate records
 - **Make** decisions based only on information gathered, not personal views
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Where possible, less serious complaints should be resolved informally at the level they occur (e.g. team, club level). An example of a *less serious* complaint is a coach allegedly showing favouritism towards a player in team selection.

Types of Matters covered by this Process:

The following are examples of areas of concern for this process:

- **Team selection** matters
- Insufficient on-court **playing time**
- Player **grading**
- Perceived **coaching deficiencies**
- **Training** practices

The club seeks to resolve all concerns by agreement between the people involved in a co-operative and productive manner. In order to achieve this aim, it is best to ensure that they are dealt with in a simple, straightforward and prompt way which resolves the matters of concern on a confidential basis.

STEPS FOR HANDLING COMMON CONCERNS

1	Where possible, the party with a concern should deal directly with the other party who is responsible for the decision (e.g. Coach, in relation to a playing time).
2	Where the concerned party feels that they have not received a satisfactory response, they should contact the Age Group Co-ordinator (AGC) for their age group and outline the question / issue.
3	Where a matter has not been resolved adequately by communication with the AGC, the concerned party should address the matter in writing to the club Vice President (VP).
4	The VP will respond within 5 working days to acknowledge the concern, discuss aspects of the matter with the party and assess what measures can be taken to address it.
5	<p>Next steps may include the VP taking action by:</p> <ul style="list-style-type: none"> - dealing with the matter directly; - in conjunction with coaching staff; - referring it to a sub-committee; - referring it to an external body (e.g. Waverley Basketball Association); - escalating it to the full Executive Committee for resolution
6	Conclusions will be documented and communicated with the party who raised the matter.
7	Record-keeping: The Club will document and store details of the matter. Whether or not it will be classified as confidential will depend on factors such as the nature of the issue, its seriousness, and what the party raising the issue wants to be done about the issue raised.