

Feedback and Complaints Process

Warrnambool Basketball Inc. values feedback from players, families, coaches, officials and our wider community. Feedback helps us improve our programs, address concerns and maintain a positive and safe basketball environment.

To ensure concerns are managed fairly and consistently, Warrnambool Basketball uses the following process.

1. Receive and record Feedback/Complaints

Feedback or complaints are submitted via the Warrnambool Basketball Online Feedback and Complaints Form.

This ensures concerns are documented and directed to the appropriate person for review.

2. Acknowledgement

Where contact details are provided, the Administration and Operations Manager will acknowledge receipt of the submission within two business days.

Anonymous submissions may still be reviewed, however follow up may not be possible.

3. Assessment

The Administration and Operations Manager reviews the submission and categorises the matter.

Categories may include:

- General feedback
- Operational issue
- Domestic competition matter
- Representative (Squad) program concern
- Behaviour concern
- Child safety or safeguarding concern

Where appropriate, the WBI Child Safety Officer will be notified.

4. Planning

The matter is allocated to the appropriate person for review.

Administration and Operations Manager

- General feedback
- Operational issues
- Domestic competition matters

Junior / Squad Board Delegate

- Matters relating to the representative basketball program
- Works with the Administration and Operations Manager and WBI Board

Child Safety Officer

- Any child safety or safeguarding concerns

5. Investigation/Review/Action

The relevant person will review the concern and determine appropriate action. This may include:

- gathering further information
- speaking with relevant individuals
- clarifying competition rules or policies
- addressing behaviour expectations
- implementing improvements where required

6. Response/Resolution

Where possible, matters will be reviewed and addressed within 14–21 days.

Where contact details have been provided, the person submitting the feedback may be advised when the matter has been reviewed.

7. Follow Up

Where contact details have been provided, Warrnambool Basketball may follow up with the person who submitted the feedback to advise that the matter has been reviewed or addressed where appropriate.

8. Review Systemic Issues/Board Oversight

A summary of feedback and complaints will be reported periodically to the WBI Board to ensure governance oversight and identify any recurring issues.

Respectful Communication

Warrnambool Basketball encourages respectful and constructive feedback from our community.

To ensure concerns can be properly reviewed, members are encouraged to submit feedback via the official online form.

WBI FEEDBACK & COMPLAINTS PROCESS

Receive Feedback



Acknowledgement



Assessment



Planning



Investigation/Review/
Action



Response/Resolution



Follow Up



Board Oversight