



palmerstonbasketball@outlook.com

ABN: 90 139 985 833

PO Box 2943 Palmerston NT 0830

POLICY NO: 3

Complaints to DBL

Revised Date: July 2026

PALMERSTON POWER BASKETBALL CLUB

Complaints Management and Referral to Darwin Basketball League (DBL) Policy

Version: 2026

Review Date: Every 12 months

Approved By: Palmerston Power Basketball Club Committee

1. Purpose

Palmerston Power Basketball Club (PPBC) is committed to providing a safe, inclusive, respectful, and positive environment for all participants.

This policy establishes a fair, transparent, and consistent process for managing complaints raised by players, parents, coaches, volunteers, committee members, officials, and spectators.

Our philosophy is:

Every Player. Every Team. Every Game.

We recognise that every participant has the right to enjoy basketball free from:

- Abuse
- Bullying
- Harassment
- Discrimination
- Victimisation
- Intimidation
- Neglect

The safety, welfare, and wellbeing of children and young people will always be our highest priority.

2. Scope

This policy applies to all members and participants associated with PPBC, including:

- Players
- Parents and guardians
- Coaches
- Team managers
- Volunteers
- Committee members
- Spectators
- Representatives of the Club

This policy applies to conduct occurring:

- During games and competitions
- At training sessions

- At club functions and events
- On social media where club members are involved
- In any activity connected to PPBC

3. Guiding Principles

All complaints will be managed in accordance with the following principles:

- Fairness
- Respect
- Confidentiality
- Natural justice
- Timeliness
- Transparency
- Child safety

No person will be disadvantaged or victimised for making a genuine complaint.

4. Making a Complaint

Members who wish to raise a complaint should notify the PPBC Committee as soon as reasonably practicable following the incident.

Complaints should be submitted in writing via:

Email: palmerstonbasketball@outlook.com

Where a complainant is unable to submit a written complaint, assistance may be provided by a committee member.

5. Information Required

To assist the Club in assessing and investigating the complaint, the following information should be provided where possible:

- Date of incident
- Time of incident
- Location of incident
- Names of people involved
- Names and contact details of witnesses
- Description of the incident
- Copies of any relevant correspondence, images, videos, or other evidence

- Outcome sought by the complainant

A complaint will not be dismissed solely because some information is unavailable.

6. Informal Resolution

Where appropriate and safe to do so, the Club may attempt to resolve concerns informally through discussion, education, mediation, or facilitated communication between the parties.

Many concerns can be resolved quickly and effectively without the need for a formal investigation.

7. Formal Complaint Assessment

Upon receiving a complaint, the PPBC Committee will:

1. Acknowledge receipt of the complaint.
2. Assess the nature and seriousness of the matter.
3. Determine whether:
 - The complaint can be resolved internally;
 - Further investigation is required; or
 - The matter should be referred directly to the Darwin Basketball League, Basketball Northern Territory, Police, or another appropriate authority.

The Committee may appoint a designated Complaints Officer or committee representative to coordinate the process.

8. Investigation Process

Where a formal investigation is required, the Club may:

- Interview relevant parties
- Obtain witness statements
- Review available evidence
- Seek advice from the Darwin Basketball League or Basketball Northern Territory
- Consult applicable by-laws, codes of conduct, and policies

All persons involved will be given a fair opportunity to provide their account of events.

9. Child Safety and Serious Misconduct

Any complaint involving:

- Child safety concerns
- Child abuse
- Grooming

- Serious harassment
- Threats of violence
- Criminal conduct
- Significant breaches of member protection policies

may be immediately referred to the relevant authorities without first attempting informal resolution.

The welfare and safety of children will take precedence over all other considerations.

10. Referral to Darwin Basketball League (DBL)

Where the Committee determines that a matter falls within the jurisdiction of the Darwin Basketball League, the Club may refer the complaint to the DBL on behalf of the complainant.

Examples may include:

- Serious misconduct
- Repeated breaches of codes of conduct
- Tribunal matters
- Matters involving multiple clubs
- Alleged breaches of DBL by-laws or regulations

The Club will advise the complainant when a matter has been referred.

11. Communication

The PPBC Committee will:

- Acknowledge receipt of complaints within a reasonable timeframe.
- Keep the complainant informed of significant developments.
- Provide updates where appropriate.
- Communicate any final decision or outcome once the matter is concluded.

Confidentiality obligations may limit the information that can be shared.

12. Representation and Support

Where a complaint proceeds to a meeting with the DBL or another governing body, the Club may nominate a committee member to:

- Provide support to the complainant;
- Assist with communication; and
- Attend meetings where appropriate.

13. Confidentiality

All complaints will be handled as confidentially as possible.

Information will only be disclosed to persons who need access to the information for the purpose of resolving, investigating, or managing the complaint.

All parties involved are expected to maintain confidentiality throughout the process.

14. Vexatious or Malicious Complaints

PPBC will not tolerate complaints that are knowingly false, malicious, frivolous, or intended to cause harm.

Where such conduct is identified, disciplinary action may be considered in accordance with Club policies and procedures.

15. Record Keeping

The Club will maintain secure records of:

- Complaints received
- Correspondence
- Investigation findings
- Outcomes and actions taken

Records will be stored securely and accessed only by authorised persons.

16. Policy Review

This policy will be reviewed annually by the Palmerston Power Basketball Club Committee or sooner if required by changes to legislation, Basketball Northern Territory policies, or Darwin Basketball League by-laws.

Palmerston Power Basketball Club remains committed to fostering a positive basketball environment where concerns can be raised safely, respectfully, and without fear of retaliation. Through this process, we seek to ensure that every player, parent, coach, volunteer, and spectator is treated fairly and with respect.

Every Player. Every Team. Every Game.