

# **Torbay Tigers Basketball Club**

## **Complaints and Disciplinary Policy**

### **1. Policy Statement**

Torbay Tigers Basketball Club ("the Club") is committed to providing a safe, fair and enjoyable environment for all members, players, coaches, volunteers, parents, and spectators.

This policy sets out how complaints will be managed and how disciplinary matters will be handled in line with Basketball England's codes of conduct, safeguarding standards, and disciplinary framework.

### **2. Scope**

This policy applies to:

- All Club members (players, coaches, officials, volunteers, Trustees).
- Parents/carers of junior members.
- Spectators at Club activities.
- Any individual representing the Club in competitions, training, or events.

### **3. Standards of Behaviour**

All individuals are expected to:

- Abide by Basketball England's Code of Ethics and Conduct.
- Treat others with respect, fairness, and dignity.
- Promote the spirit of basketball and uphold the Club's reputation.
- Refrain from abusive, discriminatory, or threatening behaviour.
- Support the welfare of young people and vulnerable adults.

### **4. Complaints Procedure**

#### **4.1 Making a Complaint**

- Complaints should be raised in writing (letter or email) to the Club Welfare Officer (CWO) or Club Secretary.

- Complaints should be raised as soon as possible and no later than 14 days after the incident.
- If the complaint relates to safeguarding or child protection, it must be referred immediately to the Club Welfare Officer who may report to and/or seek advice from Basketball England's safeguarding team.

#### **4.2 Informal Resolution**

- Where appropriate, the Club will first seek to resolve issues informally, through discussion and mediation.
- If the matter cannot be resolved informally, it will proceed to a formal process.

### **5. Disciplinary Procedure**

#### **5.1 Investigation**

- A Disciplinary Sub-Committee will consist of a minimum of 3 members (excluding anyone directly involved in the complaint) to include at least one Trustee who will chair the Sub-Committee. This Sub-Committee will investigate the complaint.
- Individuals involved will have the opportunity to provide their account.
- Investigations will be completed within 21 days where possible.

#### **5.2 Possible Outcomes**

The Sub-Committee may decide:

- No further action (complaint not upheld).
- Informal warning (verbal or written reminder about conduct).
- Formal warning (recorded and kept on file for 12 months).
- Suspension (from matches, training, or club activities for a fixed period).
- Expulsion (removal from membership, in serious cases).
- Referral to Exeter & District Basketball Association and/or Basketball England as appropriate for further action (especially safeguarding, violence, or discrimination).

#### **5.3 Right of Appeal**

- Individuals have the right to appeal within 7 days of the decision.
- Appeals must be submitted in writing to the Club Chairperson.
- An Appeals Panel, independent of the original investigation, will review the case.
- The decision of the Appeals Panel is final at Club level (subject to escalation to Exeter & District Basketball Association and/or Basketball England as appropriate).

## **6. Confidentiality**

- All complaints and disciplinary matters will be handled confidentially and shared only with those who need to know.
- Records will be kept securely in line with data protection regulations.

## **7. Safeguarding**

- Any complaint that involves children, young people, or vulnerable adults will follow Basketball England's Safeguarding Policy and Procedures.
- The Club Welfare Officer has primary responsibility for ensuring safeguarding concerns are addressed appropriately.

## **8. Review**

This policy will be reviewed annually by the Club Committee to ensure it remains consistent with Basketball England guidance and good practice.

August 2025

# **Torbay Tigers Basketball Club**

## **Code of Conduct & Sanctions**

### **Our Values**

At Torbay Tigers we expect everyone to show Respect, Teamwork, Fair Play, and Enjoyment.

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### **Code of Conduct**

All members, parents, and spectators must:

- Respect officials, coaches, teammates, and opponents at all times.
- Play fair – no cheating, aggressive play, or deliberate fouls.
- Use positive language – no swearing, abuse, discrimination, or bullying.
- Support young people's welfare – put their safety and wellbeing first.
- Represent the Club positively – on and off the court.
- Follow Basketball England's rules and spirit of the game.

Parents and spectators should:

- Encourage, not pressure, players.
  - Respect referees and coaches – no shouting at officials.
  - Let coaches do the coaching.
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### **Sanctions (What Happens If Rules Are Broken)**

If behaviour falls below expectations, the Club may take action such as:

1. Verbal warning from a coach or official.
  2. Written warning from the Club Committee.
  3. Suspension from training, matches, or events.
  4. Removal from the Club in serious or repeated cases.
  5. Referral to Exeter & District Basketball Association and/or Basketball England as appropriate (e.g. safeguarding, abuse, violence).
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### **Raising a Concern**

- If you have a concern, speak to a Coach, Team Manager, or the Club Welfare Officer.
- Serious complaints should be made in writing to the Club Committee.
- Safeguarding concerns will be treated urgently and confidentially.