



## COMPLAINTS HANDLING POLICY

RedCity Roar aims to provide a simple and confidential procedure for resolving complaints based on the principles of natural justice.

Any person (a complainant) may report a complaint about a person, people or organization who are bound by RedCity Roar's Constitution, By-Laws and Policies (the respondent) if they feel they have been harassed, bullied or discriminated against.

Only matters that relate to, competitions or personnel under the auspices of an association will be dealt with by RedCity Roar.

All complaints will be processed in the manner set out in the Basketball Australia Member Protection By-Law which is available using this [LINK](#).

Lodging a complaint regarding an incident with RedCity Roar Basketball

If the complainant decides to lodge a complaint with RedCity Roar they can do this on-line using this [LINK](#).

The complainant may also call RedCity Roar to discuss the matter. This does not mean that the matter will be treated lightly and it may be escalated if deemed necessary.

Lodging a complaint with an external organization

The complainant may feel it appropriate to report the matter to an external organization such as Basketball Queensland or the Queensland Anti-Discrimination Commission or the Human Rights Commission. It is important to note that some inappropriate sexual behaviours constitute sexual assault or child abuse and are criminal offences. Any instance or suspicion of sexual assault or child abuse should be referred to the police, emergency services, child protection agencies or sexual assault support services.

Mediation

Mediation is a confidential process where an independent/neutral dispute resolver assists the people involved in the complaint to negotiate and reach a decision about their complaint. The mediator cannot impose a decision upon the people involved and has no advisory role on the content of the complaint. The mediator is; however, able to assist the people to explore the issues being discussed reach the best possible joint decisions that the circumstances allow. Mediation is particularly useful in complex matters involving people in ongoing contact and where less formal communication may be helpful. Where privacy and confidentiality are important, mediation enables people to preserve these rights without public disclosure which can lead to more satisfactory outcomes for everyone. The major benefit of mediation is that complaints can be resolved speedily and at considerably less cost than is likely with formal proceedings. People also have more control over the costs of the process. It may be an option to contact the Department of Justice Dispute Resolution Centre for a free mediation service. More detail is available [HERE](#).