FEEDBACK MANAGEMENT POLICY

COLLINGWOOD BASKETBALL ASSOCIATION

VERSION CONTROL

Version 1.0	April 2026	CBA President	
Version 1.1	October 2026	CBA Committee	

1. PURPOSE

Collingwood Basketball Association Inc ("CBA", "the Club") aims to provide a safe and supportive place for our players and members and foster everyone's enjoyment and passion for basketball.

Our Club adheres to the guidelines and policies laid down by Basketball Victoria for behavioural expectations. These can be found in the Basketball Victoria Codes of Conduct and By-Laws (see Basketball Victoria Policies). The Codes of Conduct list the expected behaviour in basketball by administrators, coaches, officials, players, parents and spectators. In addition, the Member Protection By-laws outlaw discrimination, vilification and harassment based on race, religion, ethnicity, gender, sexual orientation and a range of other matters.

CBA adheres to Basketball Victoria's guidelines and policies regarding behavioural expectations. In particular, the Association recognises the following Basketball Victoria guidelines:

a. Codes of Conduct
b. Member Obligation By-Laws
c. Member Protection By-Laws
d. BV Tribunal By-Laws

There is a Tribunal process (outlined in the Tribunal By-Laws) to deal with misbehaviour that is reported by game officials (usually during basketball games). The Member Protection process also provides an avenue to action complaints arising from breaches of the Member Protection By-Laws.

Some concerns may relate to incidents that are not observed by game officials or do not occur in the direct context of a basketball game. Other concerns may relate to the actions of CBA staff, volunteers, players or others associated with the CBA or other associations affiliated with Basketball Victoria. For issues that arise within the CBA, members of CBA can have recourse to this Policy as an alternative to, or in addition to, the Member Protection By-Laws.

This policy compliments the BV Tribunal and Member Protection By-Laws by providing a mechanism for incidents to be investigated and acted upon where they are not observed by game officials or do not occur in the direct context of a basketball game.

It also gives members of CBA a way of informing the club of issues of concern about the management or operation of the club that may fall short of being a breach of any applicable Code of Conduct or By-Law.

2. OBJECTIVES

The CBA aims to maximise members' enjoyment of basketball and provide a safe and supportive place for everyone by:

- Ensuring that feedback (complaints and compliments) by members, volunteers or community members are managed in a prompt, fair and transparent manner.

- Encouraging members to understand and behave according to Basketball Victoria's Codes of Conduct and By-Laws.
- Providing advice and resources to CBA staff and members on managing conflict.
- Capturing, monitoring and reviewing feedback for continuous learning and improvement
- Ensuring there is always an active and responsive CBA Feedback Sub-Committee to respond to feedback as outlined in this document.

We believe that:

- People have the right to have their feedback carefully considered through processes that are based on timeliness, fairness and respect.
- The best resolution is one that is reached cooperatively and informally where possible.
- Feedback will be taken seriously and treated confidentially by all parties involved.
- Conflicts of interests will be declared and strategies put in place to avoided where possible.
- A person making a complaint should not be victimised or disadvantaged in any way.
- Feedback should be confidentially documented, monitored and used to inform and continuously improve CBA.
- It is usually not possible to resolve anonymous complaints.

3. PROCEDURES FOR HANDLING FEEDBACK

The following types of feedback may arise:

- Incidents, approaches, policies and conduct considered good practice.
- Poor Conduct Observed by a Game Official
- Incidents not Observed by Game Officials Relating to Members of Another Club or a Game Official
- Incidents Relating to the Actions of Players, Coaches, Staff (paid or voluntary), Committee / Board members or Families of CBA
- Concerns with Team Selection or Placement

3.1. Incidents, approaches, actions and conduct considered good practice.

CBA welcomes feedback where our members, families, staff, coaches, Board/Committee members experience positive outcomes. Good practice should be captured, shared, replicated and celebrated.

Feedback can be shared in writing via the Report Form on the Collingwood Basketball Association website.

3.2. Poor Conduct Observed by a Game Official

Poor conduct may be reported by a Game Official by completing a Report Form within 48 hours, which will go directly to the CBA Feedback Sub-Committee who sends it to the VJBL or EDJBA for a hearing. This is for matters that amount to a breach of BV Tribunal By-Laws.

More information on these processes is outlined on Basketball Victoria's website at: https://www.basketballvictoria.com.au/resources/association-resources/policies Once any game-based incident is acted on by Game Officials and the Game Officials consider the matter dealt with, CBA would only take further action under this policy in exceptional circumstances, guided by this Policy and the CBA Child Safety Policy.

3.3. Incidents not Observed by Game Officials Relating to Members of Another Club or a Game Official

If a coach, parent or player observes an incident or has a complaint against a member of another Club or game official during a basketball game, they are not permitted to approach the Referee directly. Any concerns should be addressed with the Venue Supervisor (if available), Team Manager or Coach. Only the Venue Supervisor and Coach have the authority to speak with the Referee, and the issue may be resolved by the Referee at that time, or a Report may be made by the Referee.

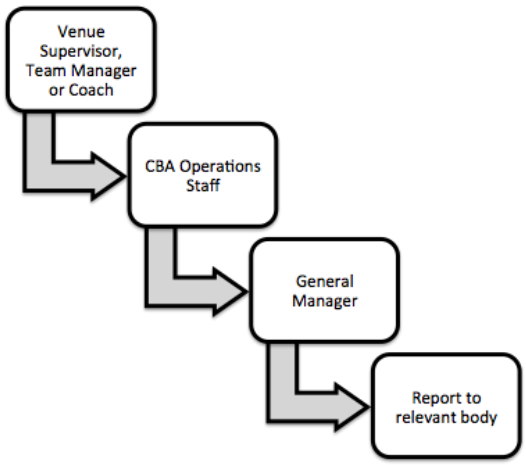
If the matter is not able to be resolved, a complaint can be lodged in writing via the Report Form with the Feedback Sub-Committee at the CBA. The matter will then normally be referred to CBA staff for a resolution.

In most cases, the matter will be resolved at a club level by CBA staff, who may contact the other club and through discussions, determine a resolution. This may include: • An apology to be issued by either club.

- The club speaking with its members about the Code of Conduct
- A facilitated discussion between members of the clubs to seek a resolution.

For serious matters or matters that cannot be resolved at a club level, a written report of the incident will be made by CBA staff to the VJBL or EDJBA for investigation.

If the complaint is about a Referee, it will be handled by a report to the Feedback Sub-Committee who will liaise with CBA staff and escalate to relevant authorities where needed.



3.2 escalation

3.4. Incidents Relating to the Actions of Players, Coaches, Staff (paid or voluntary) or Parents of CBA

If a member of CBA feels they have been aggrieved by another person (such as a player, coach, parent, staff member or Committee member) affiliated with CBA, there are three options:

3.3.1 Direct Contact with Other Party

A person who feels unhappy with the behaviour of another person at CBA, they should attempt to resolve the matter directly with the other person, in a calm and respectful manner. Should they seek advice on how to do this, they can speak with a CBA staff member, where appropriate. Alternatively, they can contact members of the Feedback Sub-Committee via feedback@collingwoodbasketball.com.au

Where relevant, the Coach or Team Manager can be involved to help resolve the issue by providing advice or speaking with the other person.

If a CBA member feels unhappy with the conduct of a coach, they must not approach the coach during or directly after or before a game. All feedback should be shared with the Team Manager who will refer the feedback to the relevant CBA Operations Staff to assess and address directly with the coach. Coaches may also encourage feedback shared in a respectful and constructive manner and will outline with players and parents how they would like to receive feedback at the beginning of the season.

If a CBA member feels unhappy with the behaviour of a player who is not their own child, they must not approach the child directly. Concerns should be raised with the players' Team Manager in the first instance, if practicable, who should seek advice and direction from CBA staff.

If a discussion is unable to resolve the matter, it should be raised with CBA staff or Feedback Subcommittee so that the alternative avenues can be explored and actioned.

3.3.2 Referral to CBA Feedback Sub-Committee

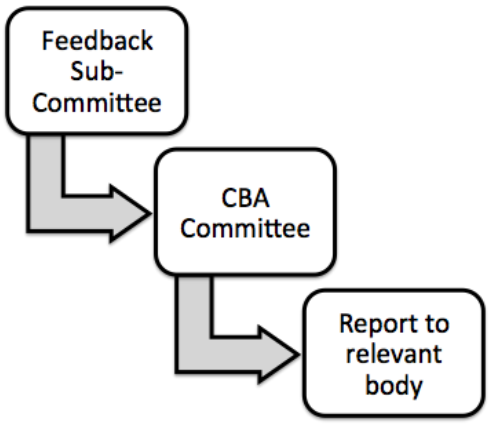
If the matter is not able to be resolved by the person, a report can be made to the CBA's Feedback Sub-Committee using the Report Form on the CBA website.

Upon receiving the report, the Feedback Sub-Committee will respond, and record the feedback in the Feedback Register and monitor and review recommended actions.

The Feedback Sub-Committee will respond to the feedback via a number of steps including:

- Contacting the complainant to better understand their feedback and ask them about the outcome they would like to see.

- Where appropriate, support and advise the complainant to speak directly to the other person.
- Assess feedback in relation to relevant policies and procedures and determine recommended actions.
- Where appropriate, provide recommended actions to the relevant CBA staff member (i.e. Director of Coaching, General Manager, Child Safety Officer, etc).
- Where required, contact the other party to seek further information, an explanation and/or an apology?
- Where a resolution cannot be found, or the incident is considered a serious breach of CBA policies, an investigation of the matter could be initiated, which could involve contacting the other person for a response to the complaint, speaking with potential witnesses, determination of whether the behaviour occurred and a recommendation to the CBA Committee regarding further action and consequences, if any.



3.3.2 escalation

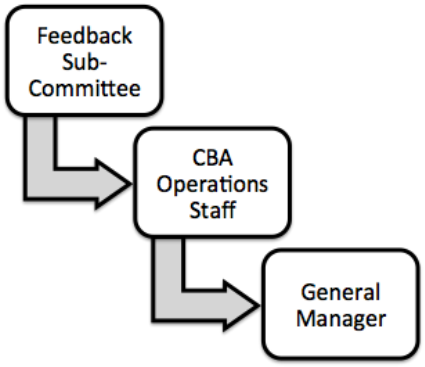
3.3.3 Refer the dispute to mediation (clause 17 of the Member Protection By-Laws) or hearing (clause 20 of the Member Protection By-Laws.)

The Member Protection By-Laws provide guidelines and procedures for the protection of the health, safety and wellbeing of all Basketball Victoria members and those who participate in the activities of Basketball Victoria, Affiliated Associations and Clubs. The By-Laws also set out the procedures to be followed in dealing with Harassment, Discrimination and Abuse and other forms of inappropriate behaviour in an effective, appropriate and timely manner. The Bylaw provides a procedure for informal and formal resolution of complaints and a procedure for the appeal of such complaints. As CBA and all its members are subject to the By-Laws, the By-Laws are another means of resolving complaints that fall under subjects covered by those By-Laws. If the initial response is not satisfactory the Feedback Sub-Committee can assist and support the Complainant in a mediation or in having the matter determined through a formal hearing.

3.5. Feedback regarding team selection or placement

If a member is not happy with team selection at representative or domestic level, a report can be made to the CBA's Feedback Sub-Committee using the Report Form on the CBA website.

The matter will then be assessed and referred to a CBA staff or volunteer member for a response.



3.4 escalation

4. MANAGING UNREASONABLE OR PERSISTENT COMPLAINANT CONDUCT

CBA is committed to ensuring that all feedback and complaints are considered fairly, respectfully and in a timely manner. We recognise that individuals may feel strongly about matters affecting themselves or their children and that raising concerns, including on multiple occasions, does not in itself constitute unreasonable behaviour.

However, in some circumstances, the frequency, nature or manner of complaints may become unreasonable, placing disproportionate demands on CBA staff, volunteers or Committee members, or adversely affecting the wellbeing of others.

Examples of unreasonable complainant conduct may include:

- Repeatedly raising matters that have already been appropriately considered and resolved, without providing new or relevant information.
- Making excessive or persistent demands for responses, meetings or reconsideration of decisions.
- Engaging in abusive, threatening, intimidating or harassing communication or behaviour.
- Making repeated allegations without supporting information, particularly where these have previously been investigated and addressed.
- Unreasonably refusing to engage with established feedback and resolution processes.

Where such conduct occurs, CBA will seek to manage the situation fairly and proportionately. This may include:

- Clarifying the complaint and the outcome being sought.
- Confirming when a matter has been appropriately reviewed and closed.
- Establishing reasonable expectations regarding communication, response times and appropriate channels for further contact.
- Limiting further correspondence about matters that have been fully considered, unless new and substantive information is provided.

Any decision to restrict communication or modify the usual complaints process must be approved by the CBA Committee, following consultation with the General Manager and Feedback Sub-Committee as appropriate. Such decisions will be documented, communicated to the complainant in writing, and subject to review.

Nothing in this section prevents a person from raising new or legitimate concerns, including matters relating to child safety, discrimination, harassment or other serious misconduct. Such concerns will continue to be considered in accordance with relevant CBA and Basketball Victoria policies and guidelines.

5. OUTCOMES OF FEEDBACK

Depending on the type and seriousness of the incident, there are several potential outcomes. These can include, but are not limited to or mandated as:

Complaint resolved informally with no further action required.

- Inappropriate behaviour addressed by relevant CBA staff and warnings given.
- An informal or formal apology by one or both parties
- A written agreement regarding future contact and conduct between the parties.
- Training and additional support for one or both parties (e.g. assistance with coaching, communication skills)
- A referral to another body with overlapping jurisdiction (Basketball Victoria, DHHS-Child Protection, Victoria Police) - and through these avenues' suspensions, fine or even, in cases where criminal action is proven, criminal conviction.

In exceptional cases, there may be resultant changes to the future team structure, team management, coaches and/or sanctions imposed such as formal warnings, suspension or cancellation of membership. These decisions will be separately made by the CBA Committee based on recommendations from the Feedback Sub-Committee, following consultation with CBA staff where appropriate, according to the Rules of Association of the CBA.

6. COMPLAINTS RELATING TO CHILD SAFETY

CBA condemns all forms of child abuse, exploitation of children and discrimination against children. We are committed to creating and maintaining an environment that promotes safety for people involved in our programs, including all children. The CBA Child Safety Policy outlines the procedures to promote and protect children.

If the complaint involves suspicions of abuse of a child or other Child Safety concerns, you may wish to contact the CBA Child Safety Officer. The Child Safety Policy provides more comprehensive guidance in relation to child safety matters and when referral to other agencies or organisations may be required.

If a child is believed to be at risk of certain forms of harm, the person or organisation with information that gives rise to that reasonable belief may have a duty to report the matter, irrespective of how that person would like the complaint handled. Criminal penalties can apply if appropriate reports are not made. Please consult the Child Safety Policy for further information.

In case where the child is believed to be in immediate danger of physical or sexual abuse a report should be made to Victoria Police without delay.

7. OTHER SERIOUS COMPLAINTS

If the issue is serious (e.g. sexual harassment or physical assault) you can also directly contact:

- The Victorian Equal Opportunity and Human Rights Commission if you want advice or to refer a complaint about discrimination and harassment - https://www.humanrights.vic.gov.au/get-help/
- The Victoria Police to report allegations of assault or to request police assistance.

Related documents

- Basketball Victoria Codes of Conduct
- Member Obligation By-Laws
- Member Protection By-Laws
- BV Tribunal By-Laws
- CBA Rules of Association
- CBA Child Protection Policy (under review)
- CBA Child Protection Code of Conduct (under review)
- CBA Child Protection Flowchart (under review)

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