

BASKETBALL MANAWATU COMPLAINTS POLICY

PURPOSE

This Complaints Policy outlines the commitment that Basketball Manawatu has when handling complaints.

All complaints will be handled in a fair, just and transparent way and will ensure we follow a clear process and procedures at all times

SCOPE OF THIS POLICY

While parties are always encouraged to resolve matters between themselves, this policy allows for complaints to be made where this cannot be achieved.

The way in which Basketball Manawatu will deal with them will vary depending on the type of complaint lodged.

If needed we will, in some circumstances, seek the support of Sport Manawatu, as the Regional Sport Trust (RST), or from Basketball New Zealand, as the National Sport Organisation (NSO) to deal with a complaint.

POLICY

Our policy applies to all complaints lodged, no matter who lodges them or who the complaint is lodged against.

All complaints should be lodged using the official Basketball Manawatu Complaint Form and forwarded to General Manager (who will act as the Complaints Review Officer) or to the Chairperson of the board of Basketball Manawatu (if the complaint relates to the General Manager).

All complaints will be acknowledged within 24 hours of its receipt.

POLICY REVIEW

Basketball Manawatu will monitor and review this policy annually.

RELEVANT ASSOCIATED DOCUMENTS

Basketball Manawatu Complaints Form
Basketball Manawatu Complaints Procedures (2023)