

BASKETBALL MANAWATU

COMPLAINTS & DISPUTE RESOLUTION POLICY

COMMITMENT to Te Tiriti O Waitangi

Basketball Manawātū is committed to upholding the mana of Te Tiriti o Waitangi and the principles of partnership, protection and participation. This policy has been prepared in line with this commitment and its text and implementation is guided by the following values and principles.

- Whānaungatanga: fostering positive relationships, connections and a sense of community between participants, particularly for people who are disadvantaged or at risk.
- Manaakitanga: participants are treated, and treat each other, with dignity and respect.
- Hauora: physical, psychological, spiritual, family and social wellbeing of participants and recognising sport and recreation should make a positive contribution to participants' wellbeing.
- Haumarutanga: the importance of protecting the safety and wellbeing of participants, particularly when they are at risk.
- Mokopunatanga: an emphasis on the wellbeing of children and young people, and ensuring future generations thrive.
- Pono: acting in a way that is trustworthy, honest and fair.
- Utu and ea: reciprocity and opportunities for repairing harm done and restoring a state of balance.

Introduction

Everyone at Basketball Manawātū has the right to:

- a. take part in sport and recreation
- b. be safe, respected and treated fairly, equitably and with dignity
- c. participate in activities and environments that are free from harmful behaviour, cheating and corruption.

This policy supports this by providing a fair and effective process to raise and resolve integrity issues.

What this policy does

This policy sets out how complaints and disclosures are handled by Basketball Manawātū. The policy:

- d. sets out how to make a complaint or disclosure
- e. ensures complaints and disclosures are handled in a timely, fair and appropriate way
- f. help people to resolve integrity concerns on their own where appropriate

- g. set out the role of the Sport Integrity Commission Te Kahu Raunui (the Commission) and the Sports Tribunal of New Zealand in relation to integrity complaints and disclosures
- h. gives effect to obligations Basketball Manawātū has under the Code of Integrity in Sport and Recreation (the Integrity Code) in relation to dispute resolution.

PURPOSE

This 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 our Regional Sport Trust (RST), or from Basketball New Zealand, as our 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 & Disputes Resolution Procedures (2025)

Prohibitive Behaviours Policy v2025

Disciplinary Policy v2025

Mandatory Notification Policy v2025

Privacy Policy v2025