



# COMPLAINTS POLICY - QUICK FACTS

The Complaints Policy only applies to matters that arise under the **Member Protection Policy and Child Safeguarding Policy**

- **What is a Complaint under this Policy?**
  - It means a complaint lodged with Basketball Australia, a Member Organisation or an Authorised Provider. The Complaints Policy is only used to investigate matters that relate to Child Safeguarding or Member Protection matters.
- **A breach does not include;**
  - An allegation or information that does not relate to Prohibited Conduct under the Member Protection Policy or the Child Safeguarding Policy
  - A protected disclosure
  - A personal grievance
  - An allegation that is mischievous, vexatious, or knowingly untrue
  - Has been the subject of a previous complaint
- **A complainant can be from the following areas;**
  - Any person or organization, including Basketball Australia who has information that an alleged breach has of the Child Safeguarding Policy and Member Protection Policy has occurred
- **A respondent can include;**
  - Be any person who is bound by the Member Protection Policy or the Child Safeguarding Policy they are alleged to have breached
- **The standard of proof required for all decisions to be made under this policy is on the 'balance of probabilities' .**
- **This policy aims to protect complainants by;**
  - Ensuring all complaints and evidence reported under this policy will be kept confidential and will not be disclosed to any third party except for matters where it is required such as when required by law or to ensure the immediate protection or safety of any person
- **Obligations under this policy;**
  - Persons bound by this Policy must fully cooperate with any complaints process they are involved in

## Reporting Methods

- [Basketball Australia Webform](#)
- Online: <http://basketball.stoplinereport.com/>
- Smartphone app: Search for STOPline in the iTunes App Store or Google Play
- Email: [basketball@stopline.com.au](mailto:basketball@stopline.com.au)
- Telephone: 1300 304 550

For more information, please refer to Basketball Australia's National Framework [National Integrity Framework | Basketball Australia](#)

- [Complaints-Policy-1-January-2023.pdf \(australia.basketball\)](#)

**Disclaimer**

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