

Perth Phoenix Basketball Club

Complaints and Disciplinary Procedure

Perth Phoenix Basketball Club (the Club) expects all members to behave in an appropriate manner whilst associated with the club. This includes on the court, off the court and in any other situations that relate to the activities of the club. The Club will take concerns about members' behaviour seriously. Members who behave in an inappropriate manner will be subject to the procedures and sanctions as decided by the Committee. Registered coaches, players, table officials and volunteers imply acceptance of the procedures laid out in this and other Club policy documents by participating and assisting on behalf of Perth Phoenix Basketball Club. Policy documents are available to view online at the Club's website and via a hard copy held at the Club's home court venue - Perth Academy.

Perth Phoenix Basketball Club has worked hard to establish a good disciplinary record. This is due to the work of the Club and the individuals who make up the club. The Club is committed to maintaining and improving upon this record.

This Policy and associated Procedures covers all activity associated with the club and external activity that could affect the Club.

Principles

This policy is based on the principles of:

- Obeying the rules of basketball;
- Developing skill, teamwork and self-respect in players and volunteers;
- Fair play between all;
- Mutual respect for all those people involved;
- Fostering a team and family spirit within the club.

Code of Conduct

Perth Phoenix Basketball Club expects all those involved in the Club to uphold the principles above. The Club has adopted Codes of Conduct to guide members' behaviour.

These Codes of Conduct are available as a separate document on the Club website and in hard copy at our home venue.

Procedures

Any member of the coaching staff, official, volunteer, participant and/or parent has the right to make a formal complaint regarding the conduct of any member of the club at any time.

With the exception of matters relating to child protection, any complaint must be submitted in writing to the Club Secretary or other committee member detailing the nature of the complaint and any supporting evidence.

In the case of a complaint relating to a **child protection issue** the complainant should in the first instance contact the **Club Child Protection Officer**.

The subject of the complaint has the right to confidentiality at all times and should be informed of the nature of the complaint as soon as it is received. Any members breaching this confidentiality will themselves be subject to the complaint procedure.

To ensure consistency in dealing with members' discipline the club will follow set procedures. Those procedures are detailed below.

Hearing Procedure

Upon receiving a complaint the Committee of Perth Phoenix Basketball Club will invite the complainant to expand on the nature of the complaint. This meeting may be recorded solely for the purpose of the investigation.

Following this process, the subject of the complaint shall be informed of the details of the complaint and will be invited to a hearing, within 14 days, at which they are entitled to be accompanied by any person of their choosing, to discuss the complaint. This meeting may be recorded solely for the purpose of the investigation.

Following this meeting, the investigating members shall inform all relevant parties of the outcome of the event, within 7 days, and of any action that shall be taken.

Note: Any allegations involving a **child protection matter** will result, on advice from the **Child Protection Duty team**, in immediate suspension of the subject of the complaint from any involvement with children until the matter has been investigated fully. This is not, in any way, a form of discipline but occurs to ensure the child is protected from any chance of harm.

The Club committee convening on a disciplinary matter will operate under the following guidelines:-

- All decisions must involve at least three members of the Committee;
- After any hearing, the Committee need not meet to make a decision, but can communicate via telephone or email;
- The Chairman will ensure no member of the Club Committee, including themselves, has a conflict of interest with the matter at hand;
- Ensure confidentiality is maintained throughout the process;
- Any complaint (outwith child protection issues) must be submitted in writing to the Club Secretary or other Committee member detailing the nature of the complaint and any supporting evidence;
- It is the responsibility of the team coaches to inform the Committee of any disciplinary matters arising from on court activities;
- Where a potential conflict exists within the Committee, the complainant should seek guidance from the Club Chairman or another Office Bearer on the club committee;
- The Chair shall maintain accurate records of each and every matter that arises (Appendix 1);
- The Chair will inform the person, in writing, against whom the complaint has been made within seven days;
- The Committee should proceed to investigate the matter to their satisfaction within a period of two weeks;
- The Committee can interview any parties involved as necessary;
- The Committee will discuss the matter and impose appropriate sanctions following any hearing and/or investigation. To maintain consistency the Committee should refer to previous matters in deciding what, if any, sanctions to impose;
- The Chair will inform the member concerned of these sanctions in writing. The Chair will also inform the appropriate team coach (as required). This will be completed no later than four weeks after the incident;

- Any matters that the Committee feels could be considered a criminal offence shall be reported to the Police;
- All written records will be kept for a minimum of one year, at which they will be destroyed in confidence;
- Any person added to the “Disqualified from Working with Children List”, held by Scottish Ministers **must** inform the club immediately. That person will then be removed from a position involving access to children.

Appeals

The subject of any disciplinary matter has the right to appeal to the Club Committee against sanctions only if additional witnesses and/or supporting evidence, not available at the original hearing, are made available to the Committee.

Any appeal is limited to those matters originally heard by the Disciplinary Hearing. There can be no appeal against sanctions imposed as a result of an investigation carried out by an external agency.

Any member of the Club Committee deemed to have a conflict of interest with any appeal being heard will be expected to exclude themselves from any proceedings.

Decision

The investigation shall be deemed closed and the decision final in the following circumstances.

- 1) The committee present a decision that is not contested by appeal.
- 2) An appeal investigation presents a decision that clearly reflects the clubs policies and code of conduct.
- 3) The police or social services lead an investigation into a child protection matter.

Appendix 1

Information to be recorded in any discipline procedure

Individuals Name	
If Match Incident, Details of Match	
Date of Incident	
Brief Description of the Incident	
Investigation activities undertaken	
Hearing Panel Decision	
Hearing Panel Members	
Date of Decision	
Supporting documents attached	