



Albany Basketball Association Complaints Process Guide



Follow the following process to provide feedback or make a complaint about an issues that has occurred at basketball

BEFORE PROCEEDING ASK YOURSELF

- Can I overlook the incident?
- Did I play apart of the incident?
- Do I have witnesses to back up my complaint?
- Am I calm and thinking clearly?
- What would I like to see happen or a possible solution to the issue

1

Speak to the ABA Games Controller, Referee Supervisor or your Club Delegate/Team Manager for advice as to what to do next

Feedback

Clubs and managers are encouraged to seek a resolution between one another before approaching the ABA

Formal
Complaint

All parties shall always seek to resolve any issue in good faith

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Provide feedback* or lodge an Official Complaint directly to the Association
feedback@albany.basketball



Speak with your Club or team manager, to seek a Formal Complaint to be lodged on Club letterhead/email to complaints@albany.basketball

ABA will review Members Feedback, but ABA policy states that ABA will not directly respond to Member Feedback. As such, Members must be aware that an email reply may not be received. If you want a response complete formal complaint.

A formal complaint must be lodged within 48 hours of the incident. It can only be lodged by the Club Official or team's manager. Formal complaint must contain; The incident outlined correctly, provide facts not opinion, list witnesses and any other relevant information.

Please be assured that all Member Feedback that is received is given due consideration by the ABA with action taken where required.

If another party is involved, they will be fully informed of the details of the complaint and asked to respond to the complaint. ABA may also contact other witnesses, the Games Controller, Referee Supervisor or any other relevant personnel for clarity or confirmation of the complaint.

All formal complaints will receive confirmation of complaint and next steps from ABA committee in writing