



COMPLAINTS, DISCIPLINE & DISPUTE
RESOLUTION POLICY
CANBERRA CITY STALLIONS BASKETBALL CLUB

VERSION 1.0

JULY 2026

CONTENTS

01	Purpose	04
02	Our Philosophy	05
03	Guiding Principles	06
04	Responsibilities	08
05	Scope	11
06	Definitions	12
07	Matters Covered by this Policy	14
08	Matters Not Covered by this Policy	15
09	Raising Concerns	15
10	Initial Assessment	17
11	Immediate Protective Measures	18
12	Informal Resolution	19
13	Formal Investigation	20
14	Witness Responsibilities	21
15	Natural Justice	21
16	Committee Decision-Making	22
17	Findings	23

18	Disciplinary Outcomes	23
19	Appeals	25
20	Confidentiality	26
21	Victimisation	27
22	False, Misleading or Vexatious Complaints	27
23	Record Keeping	28
24	Related Documents	28
25	Review	29
	Governance Statement	30
	Closing Statement	31

01 PURPOSE

Canberra City Stallions Basketball Club is committed to fostering a safe, respectful, inclusive and accountable environment where every member is treated with dignity, fairness and respect.

Every successful sporting organisation experiences disagreements, misunderstandings and challenges. These situations are not, in themselves, a reflection of organisational failure. Rather, the strength of an organisation is demonstrated by how those challenges are addressed, how people are treated throughout the process, and how lessons are used to strengthen the culture of the Club.

This Policy establishes the framework through which complaints, disputes and disciplinary matters are managed within Canberra City Stallions Basketball Club.

Its purpose is not simply to investigate misconduct or impose disciplinary sanctions. It exists to protect people, preserve trust, strengthen relationships wherever possible and uphold the standards expected of every member of the Club.

This Policy seeks to:

- encourage members to raise concerns respectfully and in good faith;
- promote the early resolution of disagreements wherever appropriate;
- ensure complaints are managed fairly, consistently and transparently;
- uphold the values and expectations contained within The Stallion Standard;
- protect the safety and wellbeing of all members, particularly children and young people;
- ensure decisions are made in accordance with the principles of natural justice and procedural fairness;
- provide an appropriate and proportionate framework for disciplinary action where required;

- strengthen confidence in the governance of Canberra City Stallions Basketball Club; and
- preserve the integrity, culture and reputation of the Club.

This Policy should be read in conjunction with the Club Constitution, The Stallion Standard (Code of Conduct), the Child Safety Policy, the Communications, Social Media & Digital Conduct Policy, Basketball Australia policies and the National Integrity Framework where applicable.

02 OUR PHILOSOPHY

At Canberra City Stallions Basketball Club, we believe culture is protected not only by celebrating success, but by responding to challenges with integrity.

We believe respectful conversations resolve more than formal investigations, accountability strengthens trust, and discipline should educate where possible and protect where necessary. Above all, every member deserves to be heard, treated fairly, and held to the same standard.

For this reason, complaints should never be viewed as an inconvenience, nor discipline as an end in itself. Both exist to strengthen the Club by protecting people, reinforcing standards and preserving confidence in our governance.

Where concerns can be resolved through honest communication, mutual understanding or appropriate mediation, the Club encourages those approaches. Where conduct threatens the safety of others, undermines the Club's culture or breaches the standards of The Stallion Standard, the Club will act decisively, consistently and fairly.

Every complaint is an opportunity to strengthen our culture, every dispute an opportunity to improve understanding, and every disciplinary decision an opportunity to demonstrate integrity, accountability, and leadership.

03 GUIDING PRINCIPLES

Every complaint, dispute and disciplinary matter managed by Canberra City Stallions Basketball Club will be guided by the following principles.

Respect - Every person involved in a matter will be treated with dignity, courtesy and respect, regardless of the nature of the complaint or the eventual outcome.

Members are expected to communicate respectfully throughout the process and recognise that disagreements can occur without diminishing the value or character of another person.

Fairness - The Club is committed to making decisions that are objective, balanced and based upon the available information.
Every matter will be assessed on its own merits, recognising that fairness does not always require identical outcomes.

Natural Justice - No disciplinary decision affecting a member will be made without procedural fairness.

Every respondent has the right to:

- understand the allegations made against them;
- receive sufficient information to meaningfully respond;
- provide relevant information or evidence;
- have their response genuinely considered;
- have the matter determined by an impartial decision-maker; and
- receive written notification of the outcome.

Likewise, every complainant has the right to have their concerns taken seriously, assessed appropriately and managed respectfully.

Child Safety - The safety and wellbeing of children and young people is the Club's highest priority.

Where a complaint involves a child or raises concerns regarding the safety or wellbeing of a child, the Child Safety Policy will take precedence where appropriate.

Where required, matters will be referred to Basketball ACT, Basketball Australia, ACT Government authorities or Police without delay.

No sporting outcome, relationship or reputational consideration will ever take precedence over the safety of a child.

Accountability - Every member contributes to the culture of Canberra City Stallions Basketball Club.

Members are expected to accept responsibility for their actions and understand that accountability is essential to maintaining trust within the Club.

Where standards are not met, accountability should encourage learning, growth and improvement while protecting the integrity of the Club.

Consistency - Comparable matters should generally result in comparable outcomes.

Consistency promotes confidence in the governance of the Club while recognising that every complaint must ultimately be determined on its own facts and circumstances.

Timeliness - Concerns should be addressed as promptly as reasonably practicable.

While some matters require detailed investigation, unnecessary delay can increase uncertainty, damage relationships and reduce confidence in the process.

The Club will endeavour to progress matters efficiently while ensuring procedural fairness is maintained.

Confidentiality - Complaints and disciplinary matters frequently involve sensitive personal information.

The privacy of all individuals involved will be respected, and information will only be shared where reasonably necessary to properly assess, investigate or determine the matter, or where disclosure is required by law.

Proportionality - Not every concern requires formal disciplinary action.

The Club believes its response should be proportionate to the seriousness of the conduct, the impact upon others and the broader interests of the Club.

Where education, clarification or restorative conversations are sufficient to resolve a matter, those approaches will generally be preferred.

Where serious misconduct has occurred, stronger disciplinary action may be necessary to protect members and preserve confidence in the governance of the Club.

04 RESPONSIBILITIES

Maintaining a respectful, safe and accountable Club is a shared responsibility.

While the Committee has responsibility for administering this Policy, every member contributes to the culture this Policy seeks to protect.

Committee

The Committee is responsible for:

- administering this Policy fairly, consistently and impartially;
- receiving and assessing complaints;
- ensuring complaints are managed in a timely manner;
- declaring and appropriately managing conflicts of interest;

- determining whether matters require informal resolution, formal investigation or external referral;
- implementing immediate protective measures where appropriate;
- protecting confidentiality wherever reasonably practicable;
- maintaining appropriate records;
- determining disciplinary outcomes where required; and
- reviewing this Policy periodically to ensure it remains effective.

The Committee must exercise its powers in good faith, in the best interests of Canberra City Stallions Basketball Club and in accordance with the Constitution.

President

The President is responsible for providing leadership in the administration of this Policy and ensuring appropriate governance processes are followed.

The President may delegate operational responsibilities where appropriate but remains accountable for ensuring complaints are managed fairly, consistently and in accordance with this Policy.

Where a complaint concerns the President, these responsibilities will ordinarily be undertaken by the Vice-President or another person appointed by the Committee.

Coaches, Team Managers and Volunteers

Coaches, Team Managers and Volunteers play an important role in maintaining the culture of Canberra City Stallions Basketball Club.

They are expected to:

- model behaviour consistent with The Stallion Standard;
- intervene early where appropriate to resolve minor issues;
- report child safety concerns or serious misconduct;
- cooperate with investigations;
- maintain confidentiality; and
- support respectful resolution of disputes.

Parents and Guardians

Parents and Guardians contribute significantly to the environment experienced by young athletes.

They are expected to:

- raise concerns respectfully;
- support their children appropriately throughout any complaint process;
- avoid escalating disagreements through social media or public discussion;
- cooperate with investigations where required; and
- model the standards expected of all members.

Members

Every member is responsible for:

- complying with this Policy and all other Club policies;
- treating others respectfully;
- raising concerns honestly and in good faith;
- cooperating with investigations;
- maintaining confidentiality where appropriate;
- avoiding retaliation against complainants or witnesses; and
- contributing positively to the culture and reputation of Canberra City Stallions Basketball Club.

Participants in the Complaints Process

Every person involved in a complaint, whether as a complainant, respondent, witness or support person, is expected to:

- participate honestly and respectfully;
- cooperate with reasonable requests made by the Committee;
- provide information that is truthful and complete to the best of their knowledge;
- maintain confidentiality throughout the process;
- avoid influencing witnesses or discussing the matter unnecessarily with others;
- refrain from retaliatory or intimidating behaviour; and

- comply with any reasonable directions issued by the Committee to protect the integrity of the process.

These expectations exist to ensure complaints are managed fairly, respectfully and in accordance with the principles of natural justice.

Shared Responsibility

Policies alone do not create culture.

Culture is created by people.

Every member has a responsibility to contribute to an environment where concerns can be raised respectfully, disagreements can be resolved constructively and accountability is embraced as an opportunity to strengthen, rather than divide, the Club.

05 SCOPE

This Policy applies to every individual participating in, volunteering for or representing Canberra City Stallions Basketball Club.

This includes, but is not limited to:

- Players;
- Coaches;
- Team Managers;
- Committee Members;
- Volunteers;
- Parents and Guardians;
- Life Members;
- Contractors acting on behalf of the club; and
- Any other person representing, or reasonably perceived to represent, Canberra City Stallions.

This Policy applies whenever conduct has a sufficient connection to the Club, including during:

- training sessions;
- games and competitions;
- representative events;
- tournaments;
- camps and clinics;
- Club meetings;
- social events;
- fundraising activities;
- travel associated with Club activities;
- digital communications;
- social media or online platforms used in connection with the Club; and
- any other circumstance where a person's conduct may reasonably affect the safety, wellbeing, governance or reputation of Canberra City Stallions Basketball Club.

Conduct occurring outside official Club activities may also fall within the scope of this Policy where there is a clear connection to the Club or where the behaviour has the potential to adversely affect another member, the integrity of the Club or public confidence in Canberra City Stallions Basketball Club.

06 DEFINITIONS

For the purposes of this Policy:

Balance of Probabilities means the civil standard of proof applied by the Club when determining whether misconduct has occurred. A matter is established where, having considered all available information, it is more likely than not that the alleged conduct occurred.

Child Safety Concern means any behaviour, allegation or circumstance that may place a child or young person at risk of abuse, neglect, exploitation or other harm.

Committee means the elected Committee of Canberra City Stallions Basketball Club.

Complaint means an expression of dissatisfaction or concern regarding the conduct, behaviour, actions or decisions of a member or the Club that requires assessment under this Policy.

Complainant means the individual or organisation making a complaint.
Conflict of Interest means any actual, potential or perceived conflict that could reasonably affect a person's ability to make an impartial decision.

Dispute means a disagreement between two or more parties that may not necessarily involve misconduct but requires assistance from the Club to resolve.

Immediate Protective Measure means a temporary action implemented by the Committee to manage risk while a matter is being assessed or investigated. Such measures are precautionary only and do not represent a finding of misconduct.

Misconduct means behaviour that breaches the Constitution, The Stallion Standard, Club policies, or any lawful and reasonable direction issued by the Committee.

Natural Justice means the principles of procedural fairness, including the right to know the allegations, respond to those allegations, have that response genuinely considered, and have the matter determined impartially.

Respondent means the individual whose conduct is the subject of a complaint.

Serious Misconduct means conduct that significantly undermines the safety, integrity, governance or reputation of the Club, including (but not limited to) abuse, violence, serious bullying, discrimination, child safety breaches, fraud, theft, significant dishonesty or repeated misconduct.

Victimisation means treating a person unfavourably because they have made a complaint in good faith, acted as a witness or otherwise participated in a process under this Policy.

07 MATTERS COVERED BY THIS POLICY

Canberra City Stallions Basketball Club recognises that concerns arise in many different forms. Not every disagreement constitutes misconduct, and not every complaint requires disciplinary action. The purpose of this Policy is to provide a fair, consistent and transparent framework for addressing concerns while protecting the culture, integrity and reputation of the Club.

Examples of matters that may be addressed under this Policy include, but are not limited to:

- breaches of The Stallion Standard;
- breaches of the Constitution or Club policies;
- bullying, harassment or intimidation;
- discrimination or vilification;
- abusive, threatening or violent behaviour;
- inappropriate conduct towards players, coaches, officials or spectators;
- inappropriate coaching behaviour;
- inappropriate parent or spectator behaviour;
- child safety concerns;
- misuse of Club property or resources;
- dishonest or fraudulent conduct;
- financial misconduct;
- conflicts of interest;

- inappropriate electronic communications;
- inappropriate social media activity;
- retaliation against complainants or witnesses;
- governance concerns involving Committee Members; and
- any conduct that may reasonably bring Canberra City Stallions Basketball Club into disrepute.

08 MATTERS NOT COVERED BY THIS POLICY

Certain matters fall outside the authority of Canberra City Stallions Basketball Club and must instead be managed by the appropriate governing body or external agency.

Examples include:

- referee decisions made during competition;
- interpretations of the Official Basketball Rules;
- competition administration undertaken by Basketball ACT;
- National Integrity Framework matters;
- criminal matters;
- employment matters involving external organisations; or
- any issue over which another organisation has sole jurisdiction.

Where appropriate, the Committee may refer complaints to Basketball ACT, Basketball Australia, the National Integrity Manager, ACT Government authorities or Police.

09 RAISING CONCERNS

The Club encourages members to raise concerns as early as practicable.

Addressing concerns promptly often prevents misunderstandings from escalating into larger disputes and supports the respectful culture expected under The Stallion Standard.

Where appropriate and safe to do so, members are encouraged to first attempt to resolve minor concerns through respectful discussion with the other person involved.

Where this is not appropriate, unsuccessful, or the matter is more serious, a concern should be raised with the Committee.

Concerns may be raised by:

- members;
- parents or guardians;
- volunteers;
- Committee Members;
- spectators;
- officials;
- contractors; or
- any other person directly affected by the conduct.

Where reasonably practicable, concerns should include:

- the names of the parties involved;
- a clear description of the conduct;
- relevant dates, times and locations;
- any witnesses;
- supporting information or evidence; and
- the outcome sought, where known.

The Committee will ordinarily acknowledge receipt of a complaint within seven (7) days, although urgent matters, particularly those involving child safety, may require immediate action.

Anonymous complaints may be considered where the seriousness of the allegations justifies investigation. However, anonymity may limit the Club's ability to investigate the matter thoroughly or provide procedural fairness to all parties.

Knowingly providing false or misleading information may itself constitute misconduct under this Policy.

10 INITIAL ASSESSMENT

Upon receiving a complaint, the Committee, or a person delegated by the Committee, will undertake an initial assessment.

The purpose of the initial assessment is not to determine whether misconduct has occurred. Rather, it is to understand the nature of the concern, identify any immediate risks and determine the most appropriate pathway for resolution.

The Committee may consider:

- whether the matter falls within the scope of this Policy;
- whether immediate child safety concerns exist;
- whether another organisation has jurisdiction;
- whether immediate protective measures are necessary;
- whether informal resolution is appropriate;
- whether a formal investigation is required; and
- whether the complaint appears to have been raised in good faith.

Following the assessment, the Committee may:

- take no further action;
- seek additional information;
- facilitate informal resolution;
- commence a formal investigation;
- appoint an investigator;
- refer the matter to an external body; or
- implement immediate protective measures.

Expected Timeframes

The following timeframes are intended to guide the management of complaints. They are not mandatory deadlines and may vary depending on the complexity or seriousness of the matter.

Stage	Expected Timeframe
Complaint acknowledged	Within seven (7) days where practicable
Initial assessment	As soon reasonably practicable
Investigation	Completed without unnecessary delay
Appeal lodged	Within fourteen (14) days of notification
Outcome communicated	As soon as practicable following the Committee's decision

11 IMMEDIATE PROTECTIVE MEASURES

The Committee has a responsibility to protect members, preserve confidence in the Club and maintain the integrity of any investigation.

Where reasonably necessary, temporary protective measures may be implemented before any findings have been made.

Immediate protective measures are not disciplinary action.

They do not imply wrongdoing and should never be interpreted as a finding of misconduct.

Depending upon the circumstances, the Committee may temporarily:

- suspend participation;
- restrict attendance at Club activities;
- modify coaching responsibilities;
- remove administrative access;
- restrict communication between parties;
- require increased supervision;
- temporarily reassign duties; or
- implement any other reasonable measure necessary to manage identified risks.

In determining whether immediate protective measures are appropriate, the Committee will consider:

- the seriousness of the allegations;
- potential risks to members;
- the welfare of children;
- the interests of all parties;
- the integrity of any investigation; and
- the broader interests of the Club.

12 INFORMAL RESOLUTION

Canberra City Stallions Basketball Club believes that many disagreements are best resolved through respectful conversation rather than formal disciplinary action.

Where appropriate, the Committee may facilitate informal resolution through:

- discussion;
- mediation;
- clarification of expectations;
- education;
- mentoring;
- voluntary apologies;
- behavioural agreements; or
- other restorative approaches.

Informal resolution will generally only be considered where:

- there are no child safety concerns;
- the conduct is not considered serious misconduct;
- participation is voluntary;
- both parties are willing to engage respectfully; and
- informal resolution is unlikely to compromise the safety or wellbeing of any person.

Where informal resolution is unsuccessful, inappropriate or the behaviour continues, the Committee may commence a formal investigation.

13 FORMAL INVESTIGATION

Where necessary, the Committee may conduct or authorise a formal investigation.

Investigations are fact-finding exercises, not adversarial proceedings. Their purpose is to establish the relevant facts, consider all available information objectively and determine, on the balance of probabilities, whether misconduct has occurred.

Investigations should be impartial, objective, proportionate and conducted without unnecessary delay.

The Committee may:

- investigate the matter itself;
- appoint one or more Committee Members;
- appoint an independent investigator;
- seek professional or legal advice where appropriate;
- obtain information from Basketball ACT or Basketball Australia; or
- refer matters to external authorities.

Evidence considered during an investigation may include:

- interviews;
- written statements;
- emails;
- text messages;
- social media communications;
- photographs;
- video or audio recordings;
- Club records; and
- any other information considered relevant to the matter.

All persons involved are expected to cooperate honestly and respectfully. Failure to cooperate with a reasonable request during an investigation may itself constitute misconduct.

14 WITNESS RESPONSIBILITIES

Witnesses play an important role in ensuring investigations are fair, balanced and informed.

Witnesses are expected to:

- provide honest and accurate information;
- cooperate respectfully throughout the process;
- maintain confidentiality;
- avoid discussing the matter unnecessarily with others; and
- avoid influencing or attempting to influence other witnesses.

No witness will be disadvantaged for participating honestly and in good faith in a process under this Policy.

15 NATURAL JUSTICE

Every complaint managed under this Policy will be determined in accordance with the principles of natural justice.

This means:

- allegations will be communicated clearly;
- respondents will have a reasonable opportunity to respond;
- relevant information will be genuinely considered;
- decision-makers must remain impartial;
- conflicts of interest must be declared and managed; and
- decisions will be based upon evidence rather than assumption.

The Committee is not required to prove allegations beyond reasonable doubt.

Club disciplinary matters are civil in nature and are determined on the balance of probabilities, meaning the Committee must be satisfied that it is more likely than not that the alleged conduct occurred.

16 COMMITTEE DECISION-MAKING

The Committee is responsible for determining complaints that proceed beyond investigation unless delegated elsewhere under the Constitution.

Committee Members must declare any actual, potential or perceived conflict of interest.

A Committee Member must not participate in discussions or decisions where their impartiality could reasonably be questioned.

This includes complaints involving:

- themselves;
- an immediate family member;
- a close personal relationship;
- a player they directly coach;
- a matter in which they are a witness; or
- any circumstance giving rise to a reasonable perception of bias.

Where the President has a conflict of interest, the Vice-President will ordinarily assume responsibility for managing the matter.

Where the Committee cannot reasonably determine a matter impartially, an independent person may be appointed to investigate the matter or make recommendations.

Committee decisions should, wherever practicable:

- be made by majority vote;
- be recorded in the meeting minutes;
- include reasons for the decision; and
- be communicated in writing to the relevant parties.

17 FINDINGS

Following consideration of all available information, the Committee may determine that:

- **No Breach** – the evidence does not establish that misconduct occurred.
- **Not Substantiated** – there is insufficient evidence to determine whether misconduct occurred.
- **Partially Substantiated** – some allegations are supported by the available evidence while others are not.
- **Substantiated** – the evidence establishes that misconduct has occurred.

A finding that a complaint is not substantiated does not mean the complaint was false or made in bad faith. It simply means there was insufficient evidence to determine that a breach occurred.

Where misconduct is established, findings will be determined on the balance of probabilities, meaning the Committee is satisfied it is more likely than not that the conduct occurred.

The Committee may also determine that, although no formal breach has occurred, education, mentoring or improved communication would benefit those involved.

18 DISCIPLINARY OUTCOMES

Where misconduct is substantiated, the Committee may impose one or more outcomes considered appropriate in the circumstances.

The objective of disciplinary action is to protect people, reinforce standards and preserve the integrity of Canberra City Stallions Basketball Club.

When determining an appropriate outcome, the Committee may consider:

- the seriousness of the conduct;
- the impact upon others;
- previous disciplinary history;
- acceptance of responsibility;
- remorse demonstrated;
- cooperation throughout the process;
- the likelihood of recurrence;
- any mitigating or aggravating circumstances; and
- the best interests of the Club.

Possible outcomes include:

Educational Outcomes

- education or training;
- mentoring;
- counselling;
- formal apology; or
- behavioural agreement.

Administrative Outcomes

- restrictions on participation;
- removal from particular duties;
- reassignment of responsibilities; or
- increased supervision.

Disciplinary Outcomes

- verbal warning;
- written warning;
- suspension from Club activities;
- removal from a volunteer or coaching position;
- suspension of membership; or
- termination of membership in accordance with the Constitution.

External Referral

Where appropriate, the Committee may refer matters to:

- Basketball ACT;
- Basketball Australia;
- the National Integrity Framework;
- ACT Government authorities; or
- Police.

Typical Disciplinary Responses

The following table provides general guidance only. It does not limit the Committee's discretion to determine an outcome appropriate to the circumstances of an individual matter.

Nature of Conduct

Minor first occurrence

Repeated minor misconduct

Moderate misconduct

Serious misconduct

Extreme or unlawful conduct

Typical Response

Education, discussion or mentoring

Written warning or behavioural agreement

Formal warning, restrictions or suspension

Significant suspension or removal from role

Membership termination and/or referral to the appropriate authority

Each matter will ultimately be determined on its own individual facts and circumstances.

19 APPEALS

A member who is the subject of disciplinary action may lodge a written appeal within fourteen (14) days of receiving written notification of the Committee's decision.

Appeals should ordinarily be limited to one or more of the following grounds:

- a significant procedural error;

- new evidence that was not reasonably available at the time of the original decision;
- actual or perceived bias affecting the decision; or
- a disciplinary outcome that is manifestly unreasonable or disproportionate.

Lodging an appeal does not automatically suspend or delay the implementation of a disciplinary outcome unless the Committee determines that doing so is appropriate in the circumstances.

Following consideration of the appeal, the Committee may:

- dismiss the appeal;
- uphold the original decision;
- vary the disciplinary outcome;
- direct that further investigation be undertaken; or
- appoint an independent reviewer.

The appeal decision will ordinarily be final unless another review process exists under the Constitution or the policies of an external governing body.

20 CONFIDENTIALITY

Complaints should be managed with discretion, professionalism and respect for the privacy of all individuals involved.

Information relating to a complaint will only be shared where reasonably necessary to:

- investigate the matter;
- protect members;
- comply with legal obligations;
- obtain professional advice; or
- implement Committee decisions.

Members involved in a complaint should refrain from discussing the matter with individuals who are not directly involved in the process.

Members must not use complaints as the subject of gossip, speculation or discussion on social media.

Improper disclosure of confidential information may itself constitute misconduct.

21 VICTIMISATION

No person may intimidate, threaten, disadvantage or otherwise treat another person unfavourably because they have:

- raised a concern in good faith;
- made a complaint;
- participated in an investigation;
- acted as a witness; or
- exercised their rights under this Policy.

Victimisation is considered serious misconduct and may result in disciplinary action independent of the original complaint.

22 FALSE, MISLEADING OR VEXATIOUS COMPLAINTS

Canberra City Stallions Basketball Club encourages members to raise genuine concerns without fear.

A complaint that is ultimately not substantiated does not mean it was false.

However, knowingly making false allegations, fabricating evidence or deliberately providing misleading information undermines the integrity of the complaints process and may result in disciplinary action.

This provision is intended to protect the integrity of the complaints process, not discourage genuine complaints made honestly and in good faith.

23 RECORD KEEPING

The Committee will maintain appropriate and secure records relating to complaints managed under this Policy.

Records may include:

- complaints;
- correspondence;
- evidence;
- investigation notes;
- witness statements;
- Committee decisions;
- disciplinary outcomes; and
- appeal determinations.

Records will be retained only for as long as reasonably necessary to satisfy governance, legal, insurance and child safety obligations.

24 RELATED DOCUMENTS

This Policy should be read in conjunction with:

- Constitution;
- The Stallion Standard (Code of Conduct);
- Child Safety Policy;
- Communications, Social Media & Digital Conduct Policy;
- Basketball Australia Policies; and
- National Integrity Framework.

Where any inconsistency exists between this Policy and the Constitution, the Constitution prevails.

25 REVIEW

This Policy will be reviewed by the Committee at least every two (2) years, or earlier where required by legislative change, amendments to governing body policies, operational requirements or Committee resolution.

Members are encouraged to provide feedback to assist the continual improvement of the Club's governance framework.

GOVERNANCE STATEMENT

This Policy establishes the minimum standards for the management of complaints, disputes and disciplinary matters within Canberra City Stallions Basketball Club.

Nothing in this Policy limits the authority of the Committee to exercise any power available to it under the Constitution where it reasonably considers such action necessary to protect the safety and wellbeing of members, uphold the integrity of the Club, or act in the best interests of Canberra City Stallions Basketball Club.

Where exceptional circumstances arise, the Committee may depart from a procedural aspect of this Policy, provided any departure is reasonable, documented and consistent with the principles of natural justice, procedural fairness and the objects of the Constitution.

Nothing in this Policy prevents the Committee from exercising its responsibilities under the Constitution where immediate action is reasonably necessary to protect members, preserve the integrity of the Club or respond to an urgent matter.

In exercising its responsibilities under this Policy, the Committee will always seek to balance accountability with compassion, consistency with flexibility, and sound governance with the values that define Canberra City Stallions Basketball Club.

CLOSING STATEMENT

Governance is not measured by how easy decisions are. It is measured by whether those decisions are made fairly.

Every concern raised respectfully builds trust, every disagreement resolved constructively builds relationships, and every standard upheld consistently strengthens our culture.

Canberra City Stallions Basketball Club will always strive to create an environment where people feel safe to speak, confident they will be heard and assured they will be treated fairly.

Protecting people.

Preserving trust.

Strengthening culture.

That is the Stallion Standard.



For more information visit
www.canberracitystallions.com
