



Complaints, Reporting & Responding Procedure

Aligned to QFCC Standard 6 – Complaints and Concerns Are Taken Seriously

Policy Owner: General Manager

Approved by: Board of Directors

Next Review: December 2026

1. Purpose

The purpose of this procedure is to ensure all complaints, concerns, and allegations relating to the safety and well-being of children and young people within North Gold Coast Seahawks Basketball (NGCS) are handled promptly, fairly, and with sensitivity.

It provides clear steps for receiving, recording, reporting, and responding to complaints, aligned with the Queensland Child Safe Standards and the Australian Childhood Foundation (ACF) Safeguarding Children Accreditation Framework.

2. Scope

This procedure applies to all NGCS staff, volunteers, contractors, coaches, officials, referees, players, parents, and spectators involved in any NGCS program, competition, event, or digital platform.

3. Principles

- Every complaint and concern will be taken seriously.
- Children and young people will be listened to and supported.
- Complaints will be handled confidentially and without victimisation.
- Natural justice and procedural fairness will apply.
- All actions will prioritise the safety and well-being of the child.

4. Types of Complaints

Complaints may include (but are not limited to):

- Behavioural concerns or breaches of Codes of Conduct.
- Child safety concerns or suspected abuse or neglect.
- Bullying, harassment, or discrimination.
- Policy or process breaches.
- Worries about staff, coaches, volunteers, or other members.

5. Roles and Responsibilities

- General Manager – Oversight of complaints management, mandatory reporting, and liaison with external agencies.
- Child Safety Officer – Primary contact for all child-related complaints; ensures correct reporting and support for affected persons.
- Managers/Coordinators – Handle minor issues locally when appropriate and escalate serious matters.
- Staff and Volunteers – Must report any concern or allegation immediately to the Child Safety Officer or General Manager.
- Board of Directors – Ensures governance oversight and reviews systemic issues arising from complaints.

6. Complaint Escalation Table

All complaints must be documented and stored securely in accordance with the NGCS Privacy & Data Protection Policy.

<i>Complaint Type</i>	<i>Examples</i>	<i>Action / Escalation Pathway</i>
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Minor Issue	Miscommunication, minor code breach, low-level behaviour concern.	Handled locally by Team Manager or Coordinator; record outcome and advise Child Safety Officer if repeated.
Serious Concern	Repeated misconduct, harassment, boundary violations, or safety risks.	Report to General Manager and Child Safety Officer immediately. Record using Incident Form. General Manager determines if escalation required.
Child Protection Matter	Allegation or suspicion of abuse, neglect, grooming, or criminal conduct.	Immediate report to Queensland Police (000 if urgent) and/or Department of Child Safety (1800 177 135). Notify GM and Board Chair.

7. Complaint Handling Process

The NGCS follows a five-step process for all complaints and concerns:

1. Receive: Listen respectfully, thank the person for raising the concern, and record the details accurately.
2. Record: Complete an Incident/Complaint Form and store it securely. Avoid making judgments or promises.
3. Report: Notify the Child Safety Officer or General Manager immediately. For serious matters, contact the police or Child Safety Services.
4. Respond: Provide support to those affected, implement interim safety measures, and take appropriate disciplinary or safeguarding action.
5. Review: Analyse the issue, identify lessons learned, and update policies or training where required.

8. Confidentiality

All complaint information will be kept confidential and shared only with those directly involved in managing or resolving the matter. Records will be retained securely and in line with privacy legislation.

9. Timeframes

NGCS aims to acknowledge all complaints within 3 business days and to resolve or provide an update within 14 business days, depending on the issue's complexity.

10. Related Documents

- Child Safe Policy
- Member Protection Policy

- Codes of Conduct
- Privacy & Data Protection Policy
- Risk Management Strategy for Children & Young People

11. References

- Child Safe Organisations Act 2024 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Child Protection Act 1999 (Qld)
- Basketball Queensland Member Protection Policy
- Australian Childhood Foundation Safeguarding Children Accreditation Framework
- QFCC Child Safe Standards (2024)

Document Control and Version History

Version	Date Approved	Approved By	Policy Owner	Next Review Date	Summary of Changes
1.0	December 2025	Board of Directors	GM	December 2026	Initial issue