

Contact us

If you would like to contact the Glen Iris District Basketball Club for general enquiries then please email us at glenirisdistrict@gmail.com and we will help you in any way we can.

For all registration enquiries, please contact our Club Registrar at glenirisdistrict.registrar@gmail.com

For all uniform enquiries, please contact our Uniforms Coordinator at scorpionsuniforms@gmail.com

Complaint and Issue Management: -

There may be times when you are unhappy with the situation unfolding within your child's team. It is important that issues are raised and dealt with at the earliest possible stage, however parents must respect Coaches and realise that sensible and productive discussions rarely occur if a person is angry or emotional. As such, we ask that you follow the process below:

1. In the event that the concern is directed either at a coaching or team manager decision, please do **not** approach the coach immediately the game
 - a. go home after the game, reflect, talk to your child
 - b. review the Code of Conduct and ensure that this has been breached
 - c. discuss and ensure that the concern is shared by the player
2. Your first point of contact will be your Team Manager (TM).
3. If you would like to have your concern addressed by someone other than the TM, please contact either the Team Manager Coordinator (scorpionsteammanagers@gmail.com) or the Coach Coordinator (scorpionscoaches@gmail.com), depending on the type of concern you have.
4. Please do not contact Waverley Basketball Association directly, the line of communication is through the club

The Scorpions committee guarantee that the handling of complaints is fair, just and transparent

The committee will apply the following principles:

- Treat complaints seriously
- Act promptly
- Treat people fairly and listen to both sides of the story
- Stay neutral
- Keep parties to the complaint informed
- Try to maintain confidentially if possible
- Protect against victimisation
- Keep accurate records
- Make decisions based only on information gathered not personal views
- Disciplinary action should be relative to the breach
- In the event that significant disruption is created to teams and/or the Committee of Management, or resolution cannot be sort amicably a refund will be offered and your child withdrawn from the team

Where possible the complaint will be resolved within the Scorpion Community, however the Committee may request external advice if there is no policy / guideline available for resolution.

Should the complaint be based on race, religion or suspicion of harm to a child, the club will rely on the support of regional sporting organisations to deal with the complaint.