

Raising Concerns at Neerim Wolves

Working Together for a Positive Club Environment



At Neerim Wolves Basketball Club, we are dedicated to fostering a positive, safe, and respectful environment for all players, families, and supporters. Our club is built on the hard work and commitment of our volunteer committee members, coaches, and team managers, who continually strive to support the best interests of our players and community.

We expect all Neerim Wolves Basketball Club members to adhere to the Code of Conduct, follow WDABA Social Media Policy, and uphold the Basketball Victoria Child Safety Policy. For full details on these policies, please visit our website: <https://www.neerimwolvesbasketball.org.au/club-resources>

If you have a concern, please follow the steps below so it can be addressed fairly, respectfully, and appropriately.

Talk to the Team Manager first

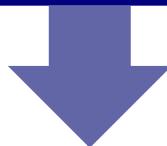
Most concerns can be resolved by having an open and respectful conversation with your child's Team Manager, who is your first point of contact.



Allow time for the Team Manager to respond

The Team Manager will consult/work with the coach, members of the Committee, where appropriate, to help reach a fair and informed resolution.

Please allow reasonable time for this process to occur before taking the next step.



If the concern remains unresolved

If you are not satisfied with the outcome after this process, please submit your concern by email to neerimwolvesbasketballclub@hotmail.com so it can be reviewed by the Neerim Wolves Basketball Executive Committee.

For the safety and wellbeing of all young people in our club, it is never appropriate for any adult—other than an authorised coach or team manager—to directly approach a player regarding concerns, feedback, or issues. All communication must be directed as explained above.