

# **V&DABA Parent Concern/Complaint Protocol**

## **Parent Concerns/Complaints about Game Conduct**

1. If a parent has any concerns with the way a game is being conducted, he/she should approach his/her child's coach and briefly discuss it with him/her while the game is going on.
2. If the coach feels the concern is warranted, then he/she should call over the Game Director or Gym Supervisor and bring it to his/her attention so they can directly observe the issue while the game is going on.
3. If the Game Director or Gym Supervisor feel the concern is warranted, he/she will address the issue with the opposing coach and/or the referee.
4. If the opposing coach and/or referee does/do not address or rectify the situation then the Game Director or Gym Supervisor can bring forward the issue to the V&DABA ([tac.vdba@gmail.com](mailto:tac.vdba@gmail.com)) for further review and/or action.
5. If necessary, the issue will be directed to the V&DABA Disciplinary Committee or Victoria Basketball Officials Association (VBOA) for further review and/or action.

## **Parent Concerns/Complaints in General about their Child's Involvement in Basketball**

1. If the parent has a general concern that is not specific to the game being played, he/she should address the issue with his/her child's coach when the coach is not otherwise engaged.
2. If the coach feels it is warranted but is beyond his/her control to resolve or rectify, then he/she should escalate the issue to the appropriate authority which could be his/her team organization or the Game Director/ Gym Supervisor.
3. If the coach's response is not adequate in the mind of the parent, then the issue can be escalated to the team organization for further review and/or action.
4. If the team organization is unable to address or resolve the concern of the parent, then the team organization representative can escalate the issue to the V&DABA ([tac.vdba@gmail.com](mailto:tac.vdba@gmail.com)) for further review and/or action.
5. If the coach's response is not adequate in the mind of the parent and the team is an independent team, then the parent can escalate the issue to the Game Director/ Gym Supervisor or V&DABA ([tac.vdba@gmail.com](mailto:tac.vdba@gmail.com)) for further review and/or action.
6. If necessary, the issue will be directed to the V&DABA Disciplinary Committee for further review and/or action.