



PROCEDURE FOR LODGING COMPLAINTS

For Coaches, Managers, Spectators and Players

COMPETITION ISSUE

1. On game day (if issues arises), advise the Court Supervisor of the issue immediately
2. Formalise the complaint/issue in writing with suggestions for resolutions
3. Forward to your club representative
4. Club Representative to address/respond OR forward to USC Basketball Office
5. USC Basketball Office will then respond to Club Representative OR table at the next Junior Committee Meeting

ISSUE INVOLVING SPECTATOR/TEAM MANAGER/COACH

1. On game day (if issues arises), advise the Court Supervisor of the issue immediately.
2. If the issue is still unresolved, formalise the complaint/issue in writing with suggestions for resolutions.
3. Forward to your club representative and forward a copy to the USC Basketball Office.
4. Club Representative to address/respond OR forward to USC Basketball office.
5. USC Basketball Office will then respond to Club Representative AND/OR send issue to Tribunal Hearings Officer.

REFEREE ISSUE

1. On game day (if issues arises), advise the Referee Supervisor of the issue – do not engage the match referee.
2. If the issue is still unresolved, formalise the complaint/issue in writing with suggestions for resolutions.
3. Forward to Competitions Manager and provide a copy to your Club Representative.
4. Competitions Manager will liaise with Referee Technical Director and Club Representative.
5. Competitions Manager OR Referee Coordinator will then respond directly to the Club Representative who submitted the complaint.

SCORETABLE ISSUE

1. On game day (if issues arises), advise the Court Supervisor of the issue – do not engage the Scoretable staff.
2. If the issue is still unresolved, formalise the complaint/issue in writing with suggestions for resolutions.
3. Forward to Competitions Managers.
4. Competitions Manager will liaise with Court Supervisor.
5. Competitions Manager will then respond directly to the Club Representative who submitted the complaint.

VENUE/SAFETY ISSUE

1. On game day (if issues arises), advise the Court Supervisor of the issue immediately.
2. If the issue is still unresolved, formalise the complaint/issue in writing with suggestions for resolutions.
3. Forward directly to the USC Basketball Office and provide a copy to your Club Representative.
4. USC Basketball will liaise with Venue Management body to resolve issue.