



Basketball Ireland Complaints Procedure

(For matters of prejudice, discrimination and child safeguarding)

(Effective 2025 - In Line with Sport Ireland, Equality Act 2010, and Internal D&I Policy)

Purpose

Basketball Ireland is committed to fostering a safe, inclusive, and respectful environment for all participants.

This procedure provides clear, fair, and accessible steps for reporting and resolving complaints, especially those involving behaviour that may breach safeguarding, diversity, and inclusion standards.

Key Principles

- **Respect:** Every individual is entitled to a safe and respectful environment, free from discrimination, harassment, and prejudice.
 - **Confidentiality:** All complaints are handled sensitively and confidentially.
 - **Fairness:** All parties will be given the opportunity to be heard, and decisions will be made impartially.
 - **Centralised Oversight:** The Basketball Ireland National Children's & Safeguarding Officer (BI NC&SO) will oversee, mediate, and deliver outcomes for all complaints.
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Complaints Process

Step 1: Reporting an Incident

- Report the concern to your **Club Child Protection & Safeguarding Officer (CPSO)** immediately.
- The CPSO will either:

National Basketball Arena, Tymon Park, Tallaght, D24 N449.

www.Ireland.basketball | e: safeguarding@ireland.basketball



- Address the issue through **club policies**, or
- Escalate the matter as a **non-formal** or **formal** complaint to Basketball Ireland.

Important: The Basketball Ireland National Children's & Safeguarding Officer (BI NC&SO) must always be notified and involved in the handling of any complaint, whether formal or informal. ***Any serious concern involving safeguarding or potential discrimination must be treated as a formal complaint.***

Step 2: Non-Formal vs. Formal Complaints

- **Non-Formal Complaint**

- Issue is assessed and informal guidance is provided to resolve the matter.
- If unresolved or serious, it escalates to a **formal complaint**.

- **Formal Complaint**

- Submit all details in writing to: safeguarding@ireland.basketball
 - BI NC&SO reviews the complaint and oversees investigation and consults the Diversity & Inclusion Group if required. If the Diversity & Inclusion committee is consulted, personal details and specifics will be removed from any communication in order to protect the privacy of parties involved.
 - All findings and outcomes will be communicated to stakeholders by the BI NC&SO.
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Step 3: Investigation and Decision-Making

- BI NC&SO informs the National Disciplinary Committee (NDC) of the formal complaint and gives a recommendation from the BI NC&SO and the Diversity and Inclusion Committee.
 - NDC reviews the complaint and recommendation and undertakes any further investigation required. At this stage, parties are entitled to make representations to the NDC.
 - NDC decides on the matter and informs parties of any sanctions that will be administered.
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Step 4: Appeals Process

- If dissatisfied with the outcome, parties may appeal by submitting to the **National Appeals Committee** via the Basketball Ireland Office Manager, in line with Basketball Ireland's appeals policy, see contact details below.
 - The appeal will be independently reviewed, with the BI NC&SO providing context but not participating in the appeal decision.
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Contact Details

- **BI National Children's & Safeguarding Officer:** Rory Wall
safeguarding@ireland.basketball
 - **D&I Group:** dandicomplaints@ireland.basketball
 - **Appeals contact:** info@ireland.basketball
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Glossary of Key Terms

Term	Definition
Safeguarding Concern	Any issue involving the welfare, safety, or protection of children or vulnerable persons.
Discrimination	Unfair or prejudicial treatment based on race, ethnicity, gender, disability, sexual orientation, religion, or other protected characteristic.
Harassment	Unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.
Prejudice	Preconceived negative opinion based on a person's identity, often resulting in unfair treatment.
Diversity and Inclusion (D&I)	The practice of ensuring that all individuals are respected, valued, and given equal opportunities, regardless of background.
