

BACT Guide on How to Make a Complaint

Club Based Teams

Game incidents should be raised with the referees, court supervisors or other BACT officials at the court. Game incidents relate to any conduct of players, coaches, spectators, or officials before, during or after the game inside the stadium or surrounds.

BACT cannot overturn the on-court decisions of referees, including suspensions received under the Infringement System.

The only on-court incidents that can be overturned by BACT are cases of mistaken identity, where a foul has been attributed to the wrong player on the score sheet.

Players:

In the event that game incidents are grossly mishandled by the game-day officials, players should raise their concerns with a coach, team manager or club coordinator.

Coaches:

In the event that game incidents are grossly mishandled by the game-day officials, coaches should raise their concerns with a club coordinator.

Parents/Spectators:

In the event that game incidents are grossly mishandled by the game-day officials, parents and spectators should raise their concerns with a coach, team manager or club coordinator.

Club Coordinators:

Club coordinators have the responsibility of fielding complaints from their members in addition to any complaints they may have of their own. They should consider all the information reported to them in the complaint and consider if there is a way of dealing with the complaint internally or if they need to lodge an official complaint with BACT.

If club coordinator needs to lodge an official complaint, they can do so with the complaints form link below.

<https://wkf.ms/4bisoWx>

Senior Social Teams

Game incidents should be raised with the referees, court supervisors or other BACT officials at the court. Game incidents relate to any conduct of players, coaches, spectators, or officials before, during or after the game inside the stadium or surrounds.

Please note that BACT cannot overturn the on-court decisions of referees, including suspensions received under the Infringement System.

The only on-court incidents that can be overturned by BACT are cases of mistaken identity, where a foul has been attributed to the wrong player on the score sheet.

Players/Coaches/spectators

In the event that in-game incidents are grossly mishandled by the game-day officials, your Team Contact should fill out the Complaints form below.

<https://forms.monday.com/forms/df8994787db60aceeadde5840c6f4919?r=use1>