

Complaints Handling Procedure

Any coach assessed as not yet competent in all required areas, and thus not granted the relevant level of Accreditation, may lodge an official complaint. Complainants should be aware that they must feel confident that they did in fact satisfy the specific criteria during the assessment process, or that the process was in some way flawed. If this cannot be substantiated, any complaint is unlikely to be upheld.

This complaint must be in writing (optional pro-forma attached), and lodged with the relevant state body along with a cheque/money order payable to Baseball Queensland for \$50.00 lodgement fee within two (2) weeks of being informed of the assessment. The lodgement fee will be refunded if the complaint is upheld.

This complaint will be handled in the following manner:

1. For Levels 1-4, the state body will evaluate the complaint, the supporting evidence and any contradictory evidence (including feedback from the assessor). It will then make a decision to uphold or dismiss the complaint.

a. If the complaint is dismissed, the complainant will be informed in writing of the state body's decision to uphold the original assessment. The complainant may then seek reassessment at a mutually suitable time.

b. If the complaint is upheld, the state body may, based on the strength of the evidence, either reverse the assessment decision or arrange for the candidate to be reassessed at a mutually suitable time within one month of the decision being reached.

c. If the state body decides to reverse the original decision, they must within two weeks provide the National Coaching Coordinator with a written account of the case, including all evidence and the reasons for the reversal.

2. For Level 5 assessments conducted by the state body, the state body will initially evaluate the complaint, the supporting evidence and any contradictory evidence (including feedback from the assessor). It will then formulate a recommendation to either uphold or dismiss the complaint; this recommendation, along with supporting evidence, will be forwarded to the appropriate ABF officer, who will review the case and come to the final decision.

a. If the complaint is dismissed, the ABF will inform the complainant of the decision in writing. The complainant may then seek reassessment at a mutually suitable time.

b. If the complaint is upheld, the ABF may, based on the strength of the evidence, either reverse the assessment decision or arrange for the candidate to be reassessed at a mutually suitable time within one month of the decision being reached.

c. If the ABF decides to reverse the original decision, they must within two weeks provide the state body with a written account of the case, including all evidence and the reasons for the reversal.

3. For Level 5-6 assessments conducted by the ABF, the state body will forward the complaint on to the ABF, with or without additional evidence (at their own discretion). The appropriate ABF officer and a panel of suitably qualified people will review the case and come to the final decision. The outcome of this review will be communicated according to the above guidelines (see paragraph 2a, 2b and 2c).

COMPLAINT ABOUT COMPETENCY ASSESSMENT

Coach's last name		Other names	
Contact phone		Email	
Date of Accreditation Course			
Accreditation Level attempted			
Location of Accreditation Course			
Name of Course deliverer			
Date of Assessment			
Name of Assessor (if known)			
In what area(s) were you assessed as "not yet competent"?			
Why do you believe this was an invalid assessment?			
In what way was the assessment process flawed?			
What evidence can you provide to support your case?			
Coach's signature			
(Office use only)			
Signature of state body representative			
Date received			