



Tauranga City Basketball Association (TCBA)

Representative Programme

PLAYER / PARENT FEEDBACK PROCESS

The below diagram outlines the various levels available for dealing with feedback within the TCBA representative programme.

Unless the feedback is an issue or complaint that concerns the person in the roles listed below, the process should not be 'jumped'. E.g. if a parent rings the General Manager, they will be asked to speak to the Manager first.

If for a **valid reason** you feel you cannot approach a person in roles below, contact with people involved further up the process is permitted. Please be aware you may be referred back to the relevant level for your issue.

