



CLUB COMPLAINTS FEEDBACK PROCESS

Any team desiring to lodge a complaint in respect to any concern of the Association must do so in writing via the registered Team Manager or Registered Coach only and submit this to their club for follow up with the association.

Complaints and/or feedback must be lodged with the association within 48 hours of the completion of the match by the club using the online form provided.

MDBA will use its own video footage for tribunal or disciplinary matters only.

Video footage is not used by MDBA to review referee decisions; these issues must be addressed on match day with the referee supervisor.

The score at the time of the referee ending the match in PlayHQ scoring courtside, is the final score and will not be changed. Scoring discrepancies must be addressed on match day with the referee supervisor.

Complaints/feedback on grading will not be responded to by the association. The club need to follow correct process for grading enquiries.

Any member of your Club who is connected in any way with the complaint shall not take part in the proceedings and must refer to the matter to another Committee member to deal directly with MDBA on the matter.

Complaints and feedback will be investigated by MDBA within 7 business days of receipt of the complaint/feedback.

Follow this link to the [Complaints and Feedback Form](#)

Follow this link to the [MDBA By Laws](#)