



## COMPLAINT HANDLING POLICY

Policy number	0004	Version	1.0
Drafted by	Karen Burns	Approved by Committee on	04/02/2019
Responsible person	NLLC Committee	Scheduled review date	04/02/2021

### PURPOSE

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively.

### SCOPE

This policy applies to all members, volunteers, contractors and our governing body, receiving or managing complaints from the public and clients made to or about us, regarding our services and members, or our complaint handling process.

### CLUB COMMITMENT

This club expects members and volunteers at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected and the way that commitment should be implemented.

Who	Commitment	How
Members whose duties include complaint handling (may include committee, President and/or Secretary)	Demonstrate exemplary complaint handling practices	<p>Treat all people with respect, including people who make complaints.</p> <p>Assist people to make a complaint, if needed.</p> <p>Comply with our policy and associated procedures.</p> <p>Provide regular feedback to committee and/or the governing body (Lacrosse Victoria) on issues arising from complaints.</p> <p>Provide suggestions to committee on ways to improve our complaints management system.</p> <p>Implement changes arising from individual complaints and from the analysis of complaint data.</p>
All members	Understand and comply with our complaint handling practices.	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of our complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access our complaints process.</p> <p>Be alert to complaints and assist handling complaints to resolve matters promptly if required.</p>

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## TERMS AND DEFINITIONS

### *Complaint*

An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required. (AS/NZ 10002:2014)

As well as complaints being made directly to our organisation, remember that some complaints (or at least negative comments) may be made on social media.

### *Dispute*

An unresolved complaint escalated either within or outside of our club.

### *Feedback*

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling system where a response is not explicitly or implicitly expected or legally required.

### *Grievance*

A clear, formal written statement by an individual member or volunteer about another member or volunteer or a work/club-related problem.

### *Policy*

A statement of instruction that sets out how we should fulfil our vision, mission and goals.

### *Procedure*

A statement or instruction that sets out how our policies will be implemented and by whom.

## GUIDING PRINCIPLES



## FACILITATE COMPLAINTS

### People focus

We are committed to seeking and receiving feedback and complaints about our services, practices, procedures, and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame (as in AS/NZ 10002).

People making complaints will be:

- provided with information about our complaint handling process and how to access it
- listened to, treated with respect by members and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

### No detriment to people making complaints

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

### Anonymous complaints

We accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

### Accessibility

We will ensure that information about how and where complaints may be made to or about us is well publicised, on our website. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative).

## RESPOND TO COMPLAINTS

### Early resolution

Where possible, complaints will be resolved at first contact with us.

When appropriate we may offer an explanation or apology to the person making the complaint.

### Responsiveness

We will promptly acknowledge receipt of complaints.

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We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We are committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

### **Objectivity and fairness**

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any member whose conduct or service is being complained about.

Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

### **Confidentiality**

We will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

## **MANAGE THE PARTIES TO A COMPLAINT**

### **Complaints involving multiple agencies**

Where a complaint involves multiple organisations, we will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

### **Empowerment of staff**

All members managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Members are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

### **Managing unreasonable conduct by people making complaints**

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our members, and

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- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our members to do the same in accordance with this policy.

## AUTHORISATION

A handwritten signature in blue ink that reads "Hayley Sofarnos". The signature is written in a cursive, flowing style.

Hayley Sofarnos

President Newport Ladies Lacrosse Club  
04/02/2019

## COMPLAINT HANDLING PROCEDURES

Procedures number	004	Version	1.0
Drafted by	Karen Burns	Approved by Committee	04/02/2019
Responsible person	NLLC Committee	Scheduled review date	04/02/2021

### INTRODUCTION

When responding to complaints, members and volunteers act in accordance with complaint handling procedures as well as any other internal documents providing guidance on the management of complaints.

Members should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in our complaint management system are set out below



#### *1 Receive*

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information.

The record of the complaint will document:

- Contact information of the person making a complaint and the date received
- Issues raised by the person making a complaint and the outcome/s they want
- Any other relevant information, and
- Any additional support the person making a complaint requires.

#### *2 Acknowledge*

We will acknowledge receipt of each complaint promptly, and preferably within 5 working days. When appropriate we may offer an explanation or apology.

Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

#### *3 Assess and investigate*

##### Initial assessment

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety

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- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

### **Investigating the complaint**

After assessing the complaint, we will consider how to manage it. We may:

- Give the person making a complaint information or an explanation
- Gather information about the issue, person or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making the complaint up-to-date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.

### ***4 Determine outcome and provide reasons for decision***

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- The outcome of the complaint and any action we took
- The reason/s for our decision
- The remedy or resolution/s that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

### ***5 Close the complaint: document and file***

We will keep records about:

- How we managed the complaint
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
- Any outstanding actions to be followed up, including analysing any underlying or root causes

Documentation regarding the complaint will be filed securely.

## **RELATED DOCUMENTS**

- Code of Conduct
- Privacy Policy

## **AUTHORISATION**



Hayley Sofarnos

President Newport Ladies Lacrosse Club  
04/02/2019

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