

## **Complaint Management Policy of Marcoola Surf Club**

### **1. Purpose**

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1.1 Marcoola Surf Club is committed to effective and efficient customer complaints management. The Club strives to manage customer complaints in an accountable, transparent, timely and fair manner.

A complaint is a customer complaint if it involves an expression of dissatisfaction about the service or action of the Club, or its staff, and the complainant is directly affected by the service or action. Customer complaints are an opportunity to identify issues and take action to improve service delivery and customer experiences, and drive a culture of continuous improvement.

1.2 This policy aims to:

- resolve issues raised by a person who is dissatisfied in a timely and cost-effective way;
- provide information that can lead to improvements in service delivery;
- establish and maintain a complaints handling system to improve the Club's reputation and strengthen public confidence in the Club's administrative processes; and
- ensure that all employees are aware of their obligations when dealing with complaints.

### **2. Scope**

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2.1 The Complaints Management Policy applies to all employees, including full time, part-time, fixed-term and casual employees of the Club. The Complaints Management Policy may also extend to persons volunteering within the Club.

2.2 This policy will be made available via <https://www.marcoolasurfclub.com.au/staff-portal/>

### **3. Complaints Management System (CMS)**

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A CMS is a step-by-step way of receiving, recording, processing, responding to and reporting on complaints and using them to improve systems, decision-making and service delivery.

The Club's CMS aims to provide three levels of review:

- frontline complaints handling - early resolution
- internal assessment, investigation, or review
- external assessment, investigation, or review

### **4. Early Resolution**

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Early resolution cover complaints received by the first point of contact within the Club. Most complaints should be resolved by frontline staff, who will be given the appropriate procedures and training. Early resolution covers:

- complaints suitable for handling by frontline staff
- receiving, understanding, and recording complaints
- managing complainant expectations

- assessing complaints, including declining and referring complaints
- resolving complaints, including authority and range of remedies available

## **5. Internal Assessment**

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Internal assessment should be used when a complaint is more serious or complex, or when a complaint can't be resolved by frontline staff.

The purpose of an internal assessment is to assess information provided by the complainant to identify and resolve the key issues.

An internal assessment should be conducted by a more senior officer who has had no prior involvement in the case.

### **5.1 Internal investigation**

An internal investigation is designed to find and evaluate the facts to decide whether the complaint has merit.

An internal investigation should be considered where a complaint raises significant or complex issues for either the complainant or the organisation.

An investigation should be conducted by an officer with the necessary knowledge and experience to conduct an efficient and effective investigation.

### **5.2 Internal review**

An internal review is a systematic way of reviewing the complaints process and outcome.

Its aim is to ensure the complaints process complied with the organisation's policy or procedural requirements and that the right outcome has been reached.

An internal review is not an investigation or re-investigation of a complaint. It is a merits review of the complaints process and outcome.

A manager or senior staff member should conduct an internal review. An internal review officer should:

- be in a position equal to or higher than officers involved in the decision/action subject of the complaint
- have no direct or perceived conflict of interest in the matter
- have broad discretion to overturn previous decisions and apply remedies.

## **6. External Assessment**

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An external agency can get involved if the complainant has tried to resolve the problem directly with the Club and has exhausted any other right of review.

## **7. Consequences for breach of the policy**

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Disciplinary action may be taken by the Club against any worker found to have breached this policy. Action will be appropriate to the breach and may include: an official warning and note on the worker's personnel file, a formal apology, counselling, demotion, transfer, suspension, or dismissal.

**Policy date:** Jun 2022