

## **Complaint Handling Policy**

In an effort to

- Improve the satisfaction of members, visitors and staff
- recognise and protect an individual's right to complain
- be accessible, fair and efficient
- enable the Club to channel feedback into improving its services.

The Board and management are showing their commitment to resolving your complaints in a fair and efficient manner with the introduction of this policy. It involves allocating the necessary resources to receiving, investigating and responding to complaints. It will provide a system which is visible and accessible to all members and their guests.

Complaints will be dealt with quickly and at no cost to the complainant. The Club agrees that it will treat all complaints with courtesy and respect.

## **Complaint Procedures**

Complaints, if verbal, should initially be directed to the on duty supervisor at a mutually convenient time. If the complaint is operational and minor in nature and is deemed genuine it will be rectified by the supervisor as soon as possible. If the supervisor deems it necessary, they may consult with the CEO in which case it may not be solved immediately, but you will still be advised of the outcome.

A verbal complaint should not be directed to a Board member.

If the complaint is more substantial and cannot be solved by the supervisor, the supervisor will advise the complainant to put the complaint in writing and direct it to the Chief Executive Officer. Any complaint directed to the CEO must be signed by the complainant. Anonymous complaints cannot be acted upon.

If your complaint involves officers or employees of the Club your name will be suppressed and kept confidential by the CEO at your request.

Once the complaint is received in writing by the CEO it will be solved as soon as possible and you will be advised of the outcome. If you would like your complaint dealt with at a Board level you should indicate this in the complaint. If deemed necessary the CEO may involve the Board at any time during the complaint.

Complaints involving other members will be dealt with at a Board level.

David Jackson  
Chief Executive Officer