



DOCUMENT TYPE: Complaints Handling Policy – CH008

Singleton Rugby Club Ltd

Complaints Handling Policy

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Singleton Rugby Club Ltd
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Singleton Rugby Club Board of Directors
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Definitions

The following terms and acronyms are used within this document:

Code - Refers to the Singleton Rugby Club's Code of Conduct
SRC Board - Refers to the Singleton Rugby Club Board of Directors
Manager – Refers to The Club's Bar Manager
Club – Singleton Rugby Club and Grounds (bounded by land at 73 Howe St, Singleton)
Workers - Employees, Directors, Contractors, Members, Players and Consultants (all referred to as Workers within document)
Policy - Refers to the Singleton Rugby Club's Complaints Handling Policy CH008
Compliant - Expression (either verbal or in writing) of dissatisfaction
MPIO - Member Protection Information Officer

Disclaimer

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Policy Purpose

The Singleton Rugby Club is committed to being responsive to the needs and concerns of our customers, members, patrons and workers also where possible resolve any complaint received as quickly as possible.

The Club recognises that people have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect.

This policy has been designed to provide guidance to both our customers and workers on the manner in which Singleton Rugby Club receives and manages any complaints. The Club is committed to being consistent, fair and impartial when handling any complaint received.

Scope

The Club's Complaints Handling Policy and its Procedures apply to all employees, directors, contractors, members, customers, players and consultants (*known as workers*) of the Club. Guidelines are below:

- Persons are aware of the complaint lodgement and handling processes;
- Our workers understand the complaints handling process;
- A complaint is investigated impartially with a balanced view of all information or evidence;
- The Club takes reasonable steps to actively protect your personal information; and
- A complaint is considered on its merits, taking into account individual circumstances and needs.

Definition of a Complaint

In this policy a complaint means an expression (*either verbal or in writing*) of dissatisfaction by a customer, member, player, patron or worker relating to the service or activities provided by the Club.

How a Complaint can be made

The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint.

If a person is dissatisfied with the service or activities provided by the SRC, they should in the first instance consider speaking directly with the staff member/s involved or with the Bar Manager, Member Protection Information Officer or Board Member.

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If the person is uncomfortable with this or considers the relevant person is unable to address their concerns a complaint can be lodged with the Club in one of the following ways:

- Discuss the concerns with the Bar Manager;
- Discuss the concerns with Member Protection Information Officer/s;
- Discuss the concerns with a member of the SRC Board of Directors;
- In writing to the Club Secretary, C/- PO Box 87, Singleton NSW 2330;
- By emailing the concerns to the Club Secretary at info@singletonrugby.com.au;

If the club receives a complaint verbally, and it is considered appropriate, the Club may ask the person/s to submit the complaint in writing to the Club.

When the Club is investigating a complaint, it will be relying on information provided. To help the Club investigate a complaint quickly and efficiently the Club may ask for the following information:

- Your name and contact details;
- The name of who your complaint is in regards too;
- The name of the person you have been dealing with from the club if applicable;
- The nature of the complaint;
- Details of any steps you have already taken to resolve the complaint;
- Details of conversations you may have had with the person involved or Club that may be relevant to your complaint; and
- Copies of any documentation which supports your complaint;
- What outcome you see as fair and just.

Verbal Complaint Procedure

A verbal complaint received will be investigated by the person the complaint is made too, to determine what action/s or steps is needed to resolve in complaint.

If the person investigating believes that the complaint should be escalated to the SRC Board the complainant may be asked to place the complaint in writing (*Ref to Formal Complaint Procedure*) or the complaint will be discussed and reviewed at the next SRC Board Meeting.

Where possible, the Club will attempt to resolve complaints at the first point of contact.

Formal Complaint Procedure

A person/s that chooses to make their grievance or complaint formal, must do so in writing to the SRC Board and a formal complaint should be addressed to the Club President or Secretary of SRC.

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Once a formal complaint is received it will be referred to the Club President. Unless the complaint directly concerns the President then the complaint will be referred to the SRC Board Executive who will appoint a person/s to review the complaint.

Contact will be made with the complainant as soon as practicable after receipt of the written complaint. If another person/s is involved they will be advised of the complaint and an investigation meeting (*or a written report requested*) will be established to obtain relevant details.

If the complaint is substantiated and unresolved the matter will be referred to the next SRC Board Meeting or if deemed more urgent, a Special Board Meeting may be called. This may also involve the parties concerned.

The complainant and respondent will be informed of any resolution decisions verbally or in writing as the SRC Board see fit, and in accordance with the SRC Constitution.

Internal Process of Complaints

Where possible, the Club will attempt to resolve complaints at the first point of contact.

If the Club is unable to resolve a complaint at the first point of contact, the Club will undertake an investigation of the complaint.

The Club President, Secretary or SRC Board will appoint a Board Member/s (*not including the MPIO*) to investigate the complaint and provided a report. The SRC Board will review the report and take any agreed action with reference to the SRC Code of Conduct, other SRC Policy, NSW Licencing Laws or other Regulatory Agency.

If a complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency the Club may cease to take further action in relation to a complaint pending finalisation of their investigation.

Disciplinary Action

Where, an employee, director, contractor, member, customer, player or consultant (*all known as workers*) of the Club is found to have breached any of the SRC Policy, federal, state or territory consumer protection regulator or law enforcement agency, or if the complaint is deemed serious enough by the SRC Board the issue will be dealt with via the SRC Code of Conduct, or other approved Policy the Club may take one or more of the following actions:

- Dismissal; suspension; written warnings or club admittance banning;
- Contracts of Service may be terminated;
- Action taken to recover any Imposed fines or un-authorized funds or costs;
- The matter may be referred to the NSW Police or other regulatory body; and

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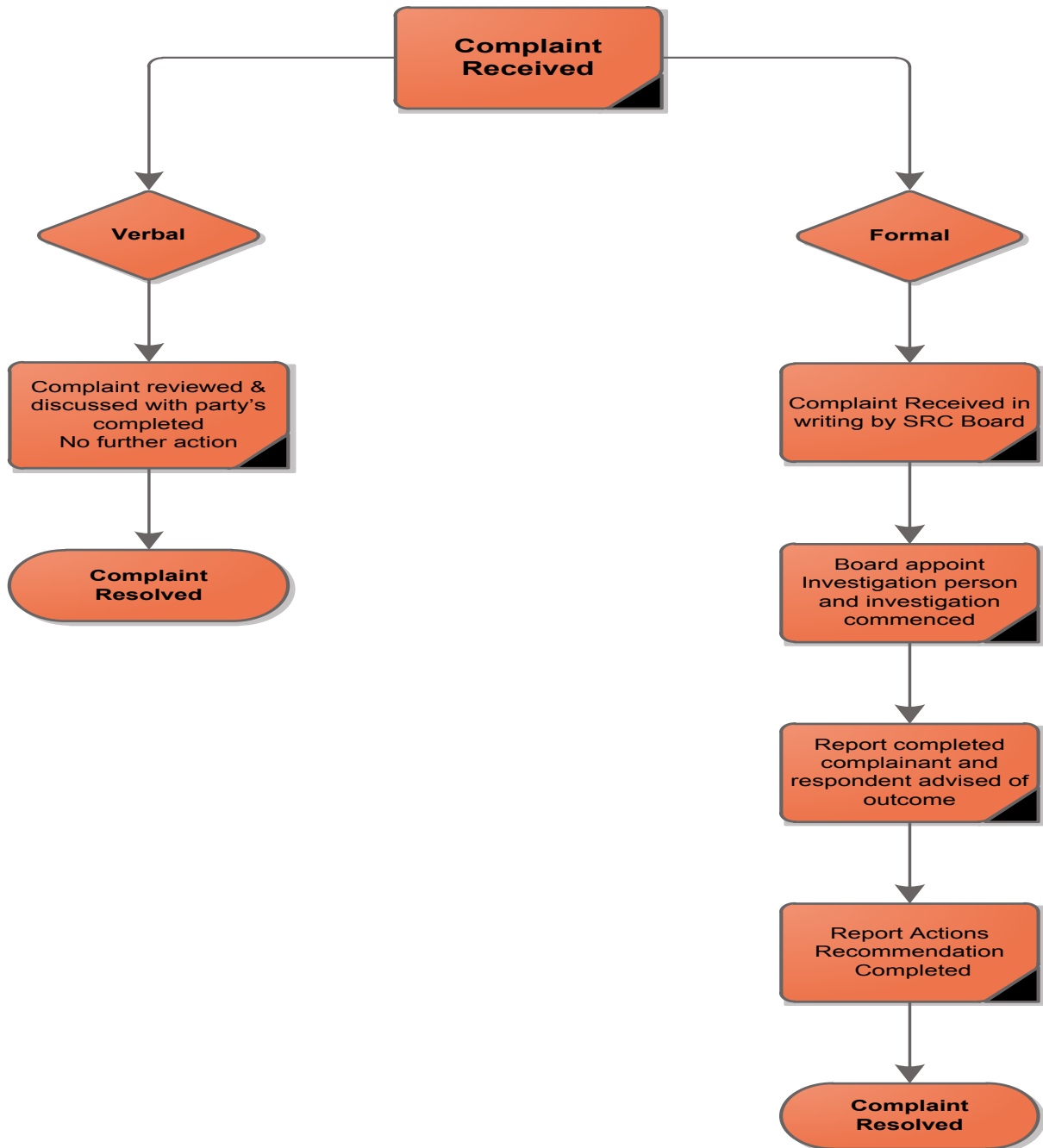
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- Any other actions as deemed appropriate by the SRC Board.

Complaint Flow Chart



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