



Complaints Handling Policy

The Kincumber Colts Junior Rugby League Club is committed to developing and maintaining an effective complaints handling system. We view a complaint as an opportunity to improve the way the club is run. We aim to:

- Develop a culture that sees complaints as an opportunity rather than a threat
- Ensure that any complaints are resolved promptly, objectively and with sensitivity
- Set up a complaints handling system that is member / player focussed and helps us to address complaints
- Ensure we are consistent in our response to complaints.

The context

A complaint can be defined as a member / player's expression of dissatisfaction with any aspect of our organisation's services and activities.

Complaints are an opportunity for us to:

- Identify areas that need improvement
- Respond effectively to individual cases of dissatisfaction

The Colt's complaints handling procedure is systematic and part of the Colt's commitment to providing a positive and open environment that is continuously reviewed and improved.

The Colt's complaints handling procedure provides for three levels of review:

Level 1. Receiving, registering and resolving complaints by the staff member dealing with that member / player.

Level 2. Where the member / player is still dissatisfied, a member of the Executive will investigate the complaint and the results of the review will be reported directly to the member / player

Level 3. Where the complaint cannot be resolved within the Colts, the complainant is referred to a third party to seek resolution.

Some types of complaint need to be treated in special ways. e.g. complaints alleging criminal action need to be referred to the police.

The Colts will use these strategies to implement its complaints handling procedure:

- Develop a complaints handling system that clearly defines roles and responsibilities of committee members and how to deal with complaints.
- Provide all committee members with training to ensure they know, and are able to apply, the complaints handling policy and procedures.
- Include information on how to make a complaint in all publications, correspondence, facsimiles, emails and on the website.
- Establish a process for reviewing complaints received and identifying how to prevent recurrence of the problems identified.

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