



## **Complaint Handling Procedure**

This Policy applies to Maroubra Seals Sports & Community Club (including Seals at Red Rock). It outlines how complaints will be managed in compliance with the Registered Clubs Act 1976 (NSW), Fair Trading Act 1987 (NSW), Privacy and Personal Information Protection Act 1998 (NSW), and the Club's constitution.

The Board and Management of the Club are committed to resolving complaints in a fair, timely and effective manner

### **1. Purpose**

The purpose of this policy is to provide members, guests, staff, and stakeholders with a process to raise concerns or complaints. This policy ensures those complaints are handled fairly and confidentially.

### **2. Scope**

This policy applies to all members, guests, contractors, and employees in relation to service delivery, facilities, behavioural matters, employment issues, and breaches of legislation.

### **3. Principles**

The Club will be impartial, transparent, maintain confidentiality, and comply with all laws.

### **4. Lodging a Complaint**

Complaints can be submitted in person to a member of the Management team, by email at [seals@maroubraseals.com.au](mailto:seals@maroubraseals.com.au) or by mail. Complainants should provide their full name, contact details, a description of the issue, relevant dates, and any supporting evidence.

### **5. Complaint Handling Process**

Step 1 – Acknowledgement (response to be sent as soon as practicable)

Step 2 – Assessment

Step 3 – Investigation

Step 4 – Outcome & provision of a written response

Step 5 – Review/Escalation (Chief Executive Officer, Board, or relevant external body)

Step 6 – Closure & Recordkeeping (retain for 7 years)

### **6. Roles & Responsibilities**

All Staff – accept and refer complaints respectfully.

Managers – investigate and resolve complaints.

Chief Executive Officer – oversee complaint management.

Club Board – review significant or unresolved complaints.

### **7. Protection from Victimisation**

No retaliation against any person making a complaint in good faith will be tolerated.

#### **8. Continuous Improvement**

Complaint trends will be reviewed to identify and address systemic issues.

#### **9. Related Documents & Legislation**

Club Constitution & By-Laws, Code of Conduct, Registered Clubs Act 1976 (NSW), Fair Trading Act 1987 (NSW), Liquor Act 2007 (NSW), Privacy and Personal Information Protection Act 1998 (NSW).

#### **10. Policy Review**

This policy will be reviewed every two years or earlier if required by law or operational changes.

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