

Member/User Complaints and Grievances

**Policy:**

The organisation is committed to handling and resolving member complaints in a confidential, fair, and timely manner.

**Definitions:**

Nil

**Procedure:**

**Types of Complaints**

There are many factors that influence a member’s decision to make a complaint. There is also a range in the types of complaints that can be made. Examples of factors and types of complaints include:

**Service delivery complaints**

* Dissatisfaction with service provision
* Accuracy and timeliness of information
* Communication breakdown
* Cultural issues
* Stress and fatigue
* Incidents of conflict
* Inappropriate behaviour of staff and volunteers
* Poor maintenance of facilities and equipment
* Member abuse, harassment, discrimination, and neglect
* Breach in member confidentiality.

**Governance complaints:**

* Financial mismanagement
* Fraud
* Procedures followed not in accordance with the organisation’s constitution or organisational policies.

Complaints of potentially criminal nature:

* If the complaint has criminal implications, such as fraud or abuse, then the Police must be notified immediately.

**Items not considered complaints**

Feedback concerning suggested improvements to STBA facilities, services, or processes.

Protests or feedback concerning pennant or tournament results; including but not limited to team stacking, cheating, tardiness, pennant costs etc.

**Methods of complaint**

* verbal – face to face or by phone
* written – formal letter or e-mail
* anonymous complaints - some members may wish to remain anonymous in making their complaint. This should be respected, and the complaint investigated once received. In cases where the member wishes to remain anonymous, the complaints record must still be completed but without the member’s name or contact details.

**Responding to complaints**

* All member complaints should aim to handle and resolve every complaint as soon as possible, wherever possible, using the following process:

**Employee receiving the complaint**

**Verbal complaints**

* Listen carefully and respond to the member in a polite and respectful manner
* Clarify your understanding of the complaint and ask the member how they would like the complaint resolved; wherever possible, try to resolve the complaint at the time.
* Complete a complaint record for all verbal & written complaints received and forward the complaint record to the centre manager for review/action as required.
* Offer the member the opportunity to complete a written complaint using the member complaint form should they so desire.
* If the complaint was verbal (i.e., the complainant did not wish to fill in a form), provide the complainant with a printed copy of the completed complaint record.
* If the circumstances do not allow the complaint to be resolved immediately, advise the member that the complaint has been forwarded to the centre manager and they will be contacted as soon as possible to discuss their issue.
* Record complaint/s in the complaints register.

**Written complaints**

* Record in the complaint register, with the date received being the date received by the STBA, not the date on the form.
* Forward the complaint to the centre manager for review/action as required.

**Centre Manager**

**All complaints**

* Confirm that the complaint has been recorded in the register.
* Create a folder in complaints section of the member management system for storage of all information relating to the complaint (ensuring all communications, or copies thereof, relating to the complaint are stored in this folder).
* Unless immediate escalation is required (please see below escalation requirements), attempt to resolve the complaint in the method deemed most appropriate i.e., phone contact, face to face meeting, written response etc.
* Note the outcome and date in the complaint register.
* Provide a monthly summary of complaints received and outcomes to the committee.

Escalation Requirements

* Any complaints of a serious nature, e.g., corruption, fraud, harassment, etc. must be submitted in writing and referred to the Executive Committee members immediately.
* If the complaint involves the Manager or the member feels that the Manager is not the appropriate person to handle the complaint, refer the matter directly to a member of the STBA Executive Committee.
* Criminal Complaints - any complaint involving behaviour or circumstances of a potential criminal nature must be immediately referred to the STBA executive committee for immediate review and ongoing referral to the Tasmanian Police as appropriate.
* Criminal behaviour and safety – any complaint involving behaviour that potentially endangers the safety of staff or members of the public should be immediately referred to the appropriate emergency service e.g., Tasmanian Police, and then when it is safe to do so, to the STBA Executive Committee.

All complaints (irrespective of type) should attempt to be resolved within the timeline provided below.

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| **Action – Verbal complaint** | **Completion Timeline****(From time complaint received)** |
| Compliant received, attempt to resolve complaint  | At time of complaint |
| Complete complaint record & provide copy to complainant  | At time of complaint |
| Complete complaint register | 4 hours |
| Email complaint record to centre manager | 4 hours |
| Centre manager creates complaint file and provides initial response to complainant or escalates immediately to executive committee | 48 hours |
| Complaint investigation and response/resolution | 7 days |
| **Action – Written complaint** | **Timeline** |
| Complaint received, entered into complaint register, and forwarded to centre manager for action | 24 hours |
| Centre manager creates complaint file and provides initial response to complainant or escalates immediately to executive committee | 48 hours |
| Complaint investigation and response/resolution or escalation | 7 days |
| **Action – Escalated complaint** | **Timeline** |
| Executive committee confirm receipt of complaint to centre manager | 24 hours |
| Complaint investigation and response/resolution or escalation | 30 days |

Notes and exceptions

* The timelines provided above are maximum times, and if possible, actions should attempt to be taken more quickly where feasible.
* Any actions involving criminal activity or safety to staff, members or the public should be dealt with immediately, including referral to emergency services as appropriate

**Appeals**

If a member remains unsatisfied with the response received from the centre manager, they can request that the complaint be referred to the STBA executive committee for review, members are to be advised of the option to refer their complaint if dissatisfied.

Should a member remain unsatisfied with the response received from the Executive Committee, they are to be advised of their right to appeal to an appropriate external body e.g., discrimination commissioner etc.

**Documentation Requirements**

All information pertaining to a complaint shall be stored for not less than 7 years from the date it was first received.