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| Grievances and Complaints Policy Procedures | Approval Date: | 01/01/2017 |
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PURPOSE

To ensure that grievances / complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner

POLICY

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. The Queensland Tennis Centre believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

PROCEDURES

Steps to Making a Complaint / Achieving Resolution

- Speak to the person causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions
- Speak to a Committee Member for advice on possible solutions and/or intervention
- Make a formal complaint in writing to the Committee
- Seek independent arbitration if a suitable resolution cannot be reached
- Refer the complaint to the Equal Opportunities Commission, the Industrial Relations Commission or relevant body.

Seeking Resolution

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

Formal Complaint Procedure

A person who chooses to make their grievance or complaint formal must do so in writing to the Committee.

- Once a formal complaint is received it will be referred to the General Manager (unless the complaint directly concerns the President) for discussion and recording
- Contact will be made with the complainant within 7 days of the receipt of the complaint
- If another party is involved they will be fully informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator
- If the grievance is substantiated and unresolved the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned
- The complainant and respondent will be informed of a decision in writing

- If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.
- If the grievance remains unresolved, the matter should be referred to the relevant body / Commission dependent on the nature of the complaint.
- The complainant may seek the assistance of an agent throughout this process.

*****The Grievances and Complaints Policy Procedures should be read in conjunction with, and is subject to, all of the Tennis National Policies (<https://www.tennis.com.au/about-tennis-australia/reports-and-policies/policies>).***