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<b>AUDIENCE</b>	All club officials and members.
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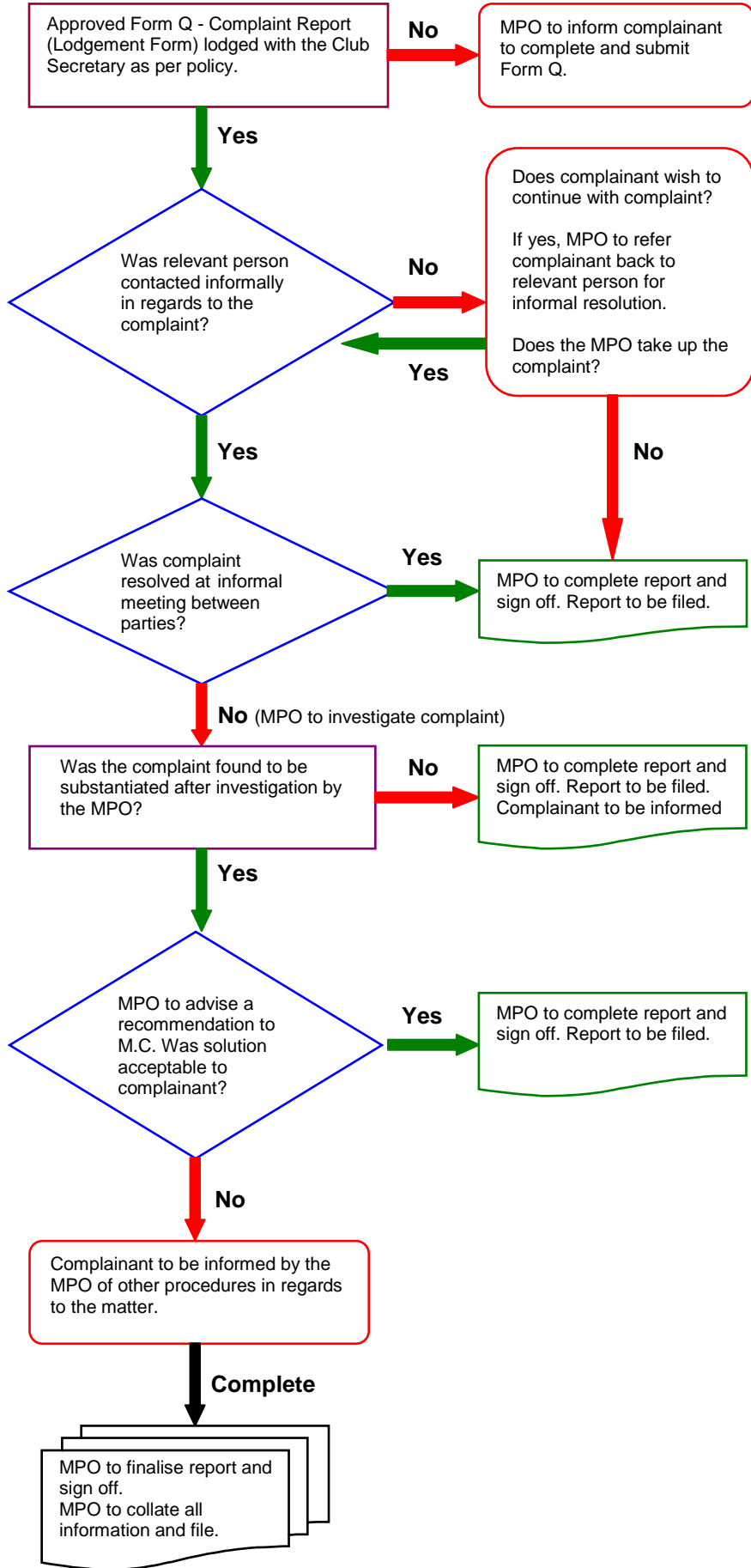
**This policy contains important information that affects the processes our members use.**

## Complaint Handling

<b>13.1 Subject</b>	Club policy on the club's complaint handling procedure.
<b>13.2 Purpose</b>	To inform club officials, members and interested parties of the process involved with reporting complaints concerned with decisions made or service supplied by BBFC or by BBFC officials.
<b>13.3 Principle</b>	<p>At the Brindabella Blues Football Club we aim to improve control and management of complaint handling and services for club officials and for the continual improvement and benefit of players and members.</p> <p>If a member or parent/guardian has a complaint about any decision or service provided by the club, the member or parent/guardian is advised to follow the procedure outlined in this document.</p>
<b>13.4 How to make a complaint.</b>	<p>The Member Protection Officer (MPO) of the club should handle all complaints. If the MPO is involved or has any relation to the complaint or persons concerned with the complaint then the Executive Committee will appoint an impartial person to act.</p> <p>A member or parent/guardian should first contact the relevant person concerned if it is a personal problem or the position holder who's responsibility relates to the area of complaint to attempt to resolve the complaint informally.</p> <p>If a member or parent/guardian has not tried to resolve the complaint with the relevant person or position holder first, the MPO may decide not to investigate the complaint at that stage.</p> <p>If the complaint is not informally resolved the member or parent/guardian may then contact the MPO.</p> <p>If a member or parent/guardian wants the MPO to become involved, the member or parent/guardian must complete the <a href="#">Form Q</a> – Complaint Report (Lodgement Form) and submit it as follows;</p> <ul style="list-style-type: none"> <li>a) by handing the form to the Club Secretary or</li> <li>b) by mailing the form to the club postal address.</li> </ul>
<b>13.5 Information</b>	<p>To enable the MPO to provide fair, efficient and quick consideration to the complaint the member or parent/guardian must provide as much relevant information as possible to provide a clear picture of the problem.</p> <p>Information must be specific rather than general, and must contain what action or outcome the member or parent/guardian would like to see as a result of the complaint.</p>

<p><b>13.6 Privacy of information</b></p> <p>1</p>	<p>All investigations will be carried out in private. The member or parent/guardian may request that their name not be given to the relevant person or position holder concerned, but this may affect the MPO investigation and to deal effectively with the complaint.</p> <p>Investigating in private may also mean that the MPO may not give the member or parent/guardian all of the information provided by the relevant person or position holder the complaint is about, such as copies of letters or documents. The MPO will supply reasons for the decision.</p>
<p><b>13.7 What happens when a formal complaint is made?</b></p>	<p>The member or parent/guardian's complaint will be given careful attention. If the MPO has the legal power and resources, the MPO will examine the complaint as promptly as possible.</p> <p>Minor complaints should be finalised quickly within fourteen (14) days. Complex or formal investigations may take longer as required.</p> <p>The MPO may request further information such as letters or other documents, or request witness statements in writing.</p>
<p><b>13.8 Complaint not taken up.</b></p>	<p>If the MPO does not take up the complaint, the MPO will inform the complainant in writing as to the reasons why.</p> <p>If the MPO is unable to help, the MPO may refer the complainant to a person/s or authority that can assist.</p>
<p><b>13.9 How to handle the complaint.</b></p>	<p>The MPO will contact the relevant person or position holder to find out what information is relevant to the complaint. Complaints should be resolved at this informal stage without the need for a formal investigation.</p> <p>If the cause of the problem is not clear or a solution cannot be found, the MPO may investigate further by interviewing relevant persons and reviewing the club's files, policies and procedures. The MPO may also request documents to be provided and questions answered in a formal process.</p> <p>The MPO will keep the complainant informed of how the complaint is proceeding. If the MPO has found that the relevant person or position holder has made a mistake or acted wrongly, the MPO can recommend to the relevant person, position holder or Management Committee a solution such as;</p> <ul style="list-style-type: none"> <li>a) reconsideration or changing the decision,</li> <li>b) apologising,</li> <li>c) changing a policy or procedure or</li> <li>d) other action as may seem appropriate.</li> </ul>
<p><b>13.10 Finalising the complaint.</b></p>	<p>When the investigation is finished the MPO will inform the complainant of the result and what the relevant person or position holder will do to solve the problem. If the relevant person or position holder has not acted wrongly, the MPO will explain why that view was reached.</p> <p>A member or parent/guardian may ask for an internal review of the decision or actions if the member or parent/guardian is not satisfied with the way the complaint was handled. This request should be in writing and submitted to the Executive Committee of the club.</p>

**13.11 Flow Chart**



**13.12 Reference Codes**

1 = Doc No: OP6. – Privacy / Clause 6.1 – 6.12