

Complaints Procedure

Policy: Complaints Procedure	Approved by: Board of Directors
Version: V1 - November 2017	Review Date: 28 November 2019

1 Purpose

This Complaints Procedure outlines the process for dealing with serious complaints and complaints concerning another person/s, together with the rights and responsibilities of all involved.

2 Complaints Procedure Statement

Keppel Bay Sailing Club has a commitment to create an environment which is free from discrimination and harassment, where all members, staff and visitors are treated with dignity, courtesy and respect. Keppel Bay Sailing Club has an obligation to treat all complaints seriously. All complaints will be handled confidentially and impartially and investigated in a timely manner.

3 Complaints procedure

The process for managing complaints is as follows:

- a) A complaint, verbal or in writing, can be made to the Manager, senior staff, Board member or Sailing Committee member of Keppel Bay Sailing Club.
- b) To proceed with the investigation, the complaint is to be in writing.

The complaint will be handled fairly and based on the principles of natural justice.

Natural justice means the right to be given a fair hearing and the opportunity to present your case, and the right to have a decision made by an impartial decision maker.

- c) There will be no victimisation as a result of making a complaint or supplying information to an investigation or other person with a role in this procedure.
- d) The complaint will be handled confidentially. The complaint will be handled by someone independent and not immediately involved and may be referred to an external party.
- e) All parties to a complaint have the option of nominating a support person to be present.
- f) The complaint will be dealt with as a matter of priority following these steps:
 - I. The person managing the complaint will discuss the issue with the complainant in a timely fashion.
 - II. The person being complained about will be informed of the allegations against them. They will be given an opportunity to respond to the allegations.
 - III. Statements from witnesses and any other relevant evidence will be collected.
- g) A report documenting the investigation process, the evidence, findings and recommendations will be prepared and submitted to the appropriate decision maker.
- h) The Manager or Sailing Committee or Board of Directors will decide what action will be taken, depending on the outcome of the investigation and any other relevant factors.
- i) Parties to the complaint will be advised about any action to be taken in relation to them.
- j) The Manager will implement the decision makers determination.
- k) The Manager or Sailing Committee or Board of Directors will monitor the outcomes of complaints and take appropriate action to prevent further complaints arising.
- l) A complaint to an external agency will not prevent this Complaint Procedure from continuing where the Board of Directors decides that this is appropriate.