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## Policy No. 10

# Complaints / Whistleblower

### DOCUMENT CONTROL

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<b>On behalf of Board:</b>	Denis Moroney President
<b>Next review date:</b>	October 2017

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## **TITLE**

Complaints / Whistleblower

## **PURPOSE**

The SSAA Vic as part of its organisational and compliance structure and in accord with the Corporations Act and related legislation is committed to the protection of members and others who become aware of action (s) that cause concern into the method of operation of any SSAA Vic activity and wish to raise their concerns and report them.

## **SCOPE**

Covers all the ranges / branches / sub clubs / employees / volunteers

## **POLICY DETAILS**

### **The Definition of a Complaint**

A complaint is...

*"An expression of dissatisfaction about the Association's action or lack of action or about the standard of a service, whether the action taken or the service was provided by the Association itself".*

A complaint is not...

*An initial request for a service to be delivered.*

### **Who Can Make a Complaint?**

Any member of the public, director, staff member, business, branch/sub-club and ordinary member can make a complaint about the Association.

### **How a Complaint can be made**

A complaint can be made in the following ways:

- In person
- By telephone
- By letter
- By e-mail
- By using the website
- Via a director
- By a legal representative

## **The Complaints Process**

Should a complaint arise about the Board or Administration of the SSAA the complainant is encouraged to consider the following options:

### **1. Procedural Steps**

- 1.1 In the first instance the complainant should email [queries@ssaavic.com.au](mailto:queries@ssaavic.com.au). Management will consider and review and escalate to the Board as necessary.
- 1.2 Issues raised in respect of Administration or Board can in the first instance be addressed to the Audit Committee via [auditcommittee@ssaavic.com.au](mailto:auditcommittee@ssaavic.com.au) . Emails received at this address can be escalated by the Secretary and/or CEO to the Audit Committee after review, for the Audit Committee to refer to the Board for consideration.
- 1.4 If the complaint is not resolved, the complainant may put a written complaint into an external organisation for mediation and/or arbitration.

### **Confidentiality**

All complaints are treated with confidentiality. Only the CEO/Manager/Director dealing with complaints in State Office will be aware that a complaint has been received and is being dealt with. Anonymous requests will be acted upon; however it is better to provide contact details so that the complainant can be informed of the outcome.

### **Aggressive or Vexatious Complaints**

The SSAA Vic wants to deal fairly and honestly with complainants and ensure that staff or the Board of the SSAA Vic as a whole does not suffer detriment from persons making vexatious complaints. The SSAA Vic's solicitor may write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

### **Equalities Statement**

The SSAA Vic aims to handle all complaints fairly and honestly regardless of who makes a complaint. The SSAA treats all its members equitably and will not show bias to any particular individual or group. Where appropriate, information will be made available in writing.

### **Matters that are Outside the Policy**

Complaints which are subject to legal proceedings are not included in this policy. A complaint having this implication will be noted and referred to the company solicitor.

## **Monitoring Satisfaction and Performance**

It is important to monitor the effectiveness of the complaints registers and determine which areas may be under represented in terms of complaints awareness and whether there are any trends.

## **Conclusion**

This complaints policy is a practical means by which the SSAA Vic can demonstrate its determination to effectively deal with complaints, in a fair and honest way, for all its members.

## **ASSOCIATED DOCUMENTS / REFERENCES**

Policy 6 - Equal Opportunity, Anti-Discrimination, Harassment and Bullying