



St. Anne's Sports Association Complaints Handling Policy & Procedure

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1.0	12 Oct 2023	Corporate Secretary	SASA Committee Members	Original Policy	

1. Policy overview

1.1. Purpose

- 1.1.1. The St. Anne's Sports Association (SASA) is committed to treating complaints seriously and aims to address all complaints quickly and appropriately and learn from them to improve the way we do business.
- 1.1.2. The SASA is committed to protecting the rights of the complainant and treating all parties with respect.

2. This policy

- 2.1.1.1. Sets out the principles of the SASA's complaint management system.
- 2.1.1.2. Seeks to ensure that all complaints are handled fairly, efficiently and courteously.

3. Scope

- 3.1. This policy applies to complaints received from the public or person's under the SASA's care, about the SASA, regarding the way we do business, our Committee Members, volunteers, programs and products.
- 3.2. This policy applies to complaints related to current and historical matters.
- 3.3. A complaint is any expression of dissatisfaction made to the SASA about the way we run our sports association, our volunteers, programs and products, where a response or resolution is sought, expected or legally required.
- 3.4. Any individual or organisation may make a complaint about the SASA.

4. Complaint lodgement

4.1. Informal complaints

- 4.1.1. For complaints related to our facilities, services, programs or products, the SASA encourages members of the public to consider making an informal complaint in person to the SASA member or volunteer they are dealing with when they first become dissatisfied. The SASA aims to resolve all informal complaints immediately or refer the complainant to a SASA Committee Member who can assist.
- 4.1.2. If a complainant is not comfortable in speaking directly to a SASA volunteer or the SASA is unable to resolve their complaint informally, a formal complaint should be lodged.
- 4.1.3. A formal complaint must be lodged in writing where an informal complaint cannot be resolved, by requesting assistance from an SASA Committee

Member.

4.2. Formal complaints

All formal complaints must be lodged in writing to the SASA Committee by letter or by email (sasakiattia@gmail.com).

4.3. If a complainant is unable to lodge their complaint in writing, a request can be made in person or via telephone for assistance in lodging a complaint. An SASA volunteer shall provide assistance to lodge a formal complaint on behalf of a complainant if requested to do so by the complainant.

4.4. Anonymous complaints are accepted where enough information is provided to conduct an assessment of the issues. Where an anonymous complaint is made, no final determination will be provided to the complainant.

4.5. The SASA will be flexible when dealing with complaints from vulnerable complainants (such as a child, young person, a person with a disability or those from a culturally or linguistically diverse background). In these instances, the SASA may provide communication support for the complainant or make reasonable adjustments to the complaints process to ensure that any barriers to full participation are removed.

5. Complaint handling principles

5.1.1. The SASA complaint handling system is underpinned by the following principles:

5.1.1.1. Fairness – All complainants are treated fairly. Fairness rests on three qualities – impartiality, confidentiality and transparency.

5.1.1.2. Accessibility – People are encouraged to raise concerns, and the SASA provides a range of contact options and clear communication about how to access the complaint handling system.

5.1.1.3. Responsiveness – The SASA complaint handling system is responsive to the needs of complainants, including providing additional support and flexibility when dealing with complaints from vulnerable persons.

5.1.1.4. Efficiency – The SASA aims to address complaints in a way that is proportionate and appropriate to the matter being complained about.

5.1.1.5. Integrated – Complaint handling is integrated with the SASA business activities, and information from complaints can be used to identify weaknesses and opportunities for improvement in SASA services.

6. Child safety

- 6.1. The SASA has a zero-tolerance policy to child abuse and neglect in any form and is committed to safeguarding and promoting the welfare of children by providing a safe and inclusive environment and by ensuring that relevant persons are educated and informed on their responsibilities to protect and look after children.
- 6.2. The SASA requires all volunteers and users of SASA facilities to comply with the SASA Child Safety and Wellbeing Policy including to respond to allegations of prohibited and reportable conduct. The SASA will handle all complaints related to any allegation, disclosure or concern regarding child abuse or neglect towards children in accordance with the SASA Child Safety and Wellbeing Policy.
- 6.3. Complaints may be child-initiated or adult-initiated and the SASA encourages people to raise concerns to address the needs and safety of children.
- 6.4. The SASA will meet any legislated mandatory or other jurisdictional or industry reporting requirements.

7. Sexual misconduct

- 7.1. The SASA has zero tolerance for sexual misconduct and for any behaviour that puts the wellbeing of people in the Australian community at risk.
- 7.2. The SASA will meet any legislated mandatory or other jurisdictional requirements.

8. Complaint handling

8.1. Complaint handling process

- 8.1.1. Identify and log the complaint: All formal complaints received will be logged in the SASA complaints register. Note, formal complaints must be lodged in writing.
- 8.1.2. Acknowledgement: All formal complaints will be acknowledged upon receipt.

8.2. Assessment:

- 8.2.1. An initial assessment will be undertaken by the SASA Committee Members. Where insufficient information is provided, the SASA may contact complainants to request further information or provide advice on the process for managing the complaint. Where the complaint is outside of the SASA responsibility, the SASA will assist complainant in referring complaints to the correct organisation or agency.

8.3. Resolve or Investigation:

- 8.3.1. Where possible, early resolution of complaints will be undertaken. Where early resolution is not possible, an investigation of the complaint will be

undertaken by the SASA, and where required, action taken. This process will usually be finalised within sixty (60) days. Where this is not possible, the complainant will be advised of the anticipated timeframe for completion and kept informed of progress related to the complaint.

8.4. Communicate:

- 8.4.1. All formal complaints (that require a response) will receive a final written determination, usually within sixty (60) days, which includes details of the assessment(s) undertaken, final outcome and further options available to the complainant. However, given the volunteer nature of all Committee Members, this timeframe may be extended and the complainant will be notified of any extension of time required.

8.5. Finalisation:

- 8.5.1. All complaints will be finalised once an outcome has been provided and any actions related to the complaint are completed.

8.6. Record Keeping:

- 8.6.1. All formal complaints will be recorded for continuous improvement and monitored through regular review to improve SASA programs and services. Confidential or personal information will be accessible only by authorised SASA Committee Members.

9. Privacy

9.1. The SASA requires all volunteers involved in the handling of complaints to adhere to the SASA Privacy Policy in the management of personal information.

9.2. Confidential or personal information will not be disclosed by the SASA to third parties without the prior consent of the complainant unless the information is required by legislation to be provided to regulatory agencies.

9.3. The SASA may also need to provide personal information to external parties where:

- 9.3.1. the information relates to a sports drug and safety matter or is otherwise relevant to the performance of the functions of Sport Integrity Australia;
- 9.3.2. the SASA is required to by law or has a public duty to do so. For example, a Court, a regulator (such as the Australian Taxation Office) or the police can compel the SASA to disclose personal information to them; or
- 9.3.3. persons have expressly consented to their personal information being supplied to others for particular purposes.

10. Unreasonable complaint conduct

- 10.1. If a complaint is received that is deemed vexatious, contains abuse or material clearly intended to intimidate, the SASA may choose not to respond to the complaint.
- 10.2. If a complainant is verbally abusive or threatens harm towards the SASA and/or SASA volunteers, contact with the complainant may be terminated.
- 10.3. If a complaint's conduct is considered unreasonable, the SASA may choose to terminate contact with the complainant. Unreasonable conduct is behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the SASA.