



Complaints Handling Policy & Procedure

Complaints Handling Policy & Procedure

For: Australian Crawl Springfield (Orion Lagoon & Lagoon Café) – Queensland

Effective Date: 1 August 2025

Review Date: 1 August 2026

1. Purpose

This policy outlines [Australian Crawl Springfield's commitment to handling complaints in a fair, transparent, and timely manner, in accordance with:

- **AS/NZS 10002:2022** – Guidelines for Complaint Management in Organisations
- **Australian Consumer Law (Cth)**
- **Queensland Human Rights Act 2019**
- **Work Health and Safety Act 2011 (Qld)**
- **Child Safe Organisations Act 2024 (Qld)**, where applicable
- **Guidelines for Safe Pool Operations (GSPO)**

We recognise that complaints are an important source of feedback and an opportunity for improvement.

2. Scope

This policy applies to:

- Customers, patrons, and visitors
- Parents, guardians, and carers of children
- Staff, volunteers, and contractors
- Community stakeholders and suppliers

3. Policy Statement

- Complaints will be managed **confidentially, objectively, and without victimisation**.
- All complaints will be acknowledged and resolved **as quickly as possible**.
- Serious complaints (e.g., safety, discrimination, harassment, child protection) will be escalated immediately to senior management or relevant authorities.
- All staff are trained to respond respectfully and professionally to complaints.

4. Definitions

- **Complaint** – An expression of dissatisfaction about a product, service, policy, staff member, or the handling of a complaint.
- **Complainant** – The person making the complaint.
- **Feedback** – Comments, suggestions, or criticism given without an expectation of formal investigation.

5. Complaints Handling Procedure

Step 1 – Receipt of Complaint

- Accept complaints verbally, in writing, by email, or via our website feedback form.
- Staff must record key details: date, time, complainant's name, contact details, nature of complaint.

Step 2 – Acknowledgement

- Acknowledge receipt within **2 business days** (written or verbal).
- Provide the complainant with a copy of this policy if requested.

Step 3 – Assessment & Allocation

- Classify the complaint:
 - **Minor** – Resolved at first point of contact.
 - **Serious** – Requires investigation and/or escalation.
- Allocate to the appropriate staff member or manager.

Step 4 – Investigation

- Gather relevant information (statements, CCTV, records).
- Provide the complainant and any affected parties an opportunity to respond.
- Keep records in the **Complaints Register**.

Step 5 – Resolution

- Offer resolution options: apology, refund, policy change, staff training, etc.
- Communicate the outcome to the complainant within **10 business days** (or provide progress updates if longer).

Step 6 – Escalation

If the complainant is not satisfied, they may escalate to:

- **Fair Trading Queensland**
- **Queensland Human Rights Commission**
- **WorkSafe Qld** (for WHS concerns)
- **Queensland Police Service** (if criminal)

Step 7 – Recordkeeping & Review

- Keep complaint records for **at least 2 years**.
- Review complaints quarterly to identify trends and improvement areas.

6. Roles & Responsibilities

- **Venue Manager** – Oversees complaint management and reporting.
- **Frontline Staff** – Record and forward complaints.
- **All Staff** – Treat complaints respectfully and assist with resolution.

7. Related Documents

- Code of Conduct
- Child Safe Policy
- Incident Reporting Policy
- Workplace Bullying & Harassment Policy
- GSPO Guidelines

8. Review

This policy will be reviewed annually or following any legislative change.

Approved by: _____

Date: _____