

	<b>Complaints Handling Policy &amp; Procedure</b>
<b>Complaints Handling Policy &amp; Procedure</b> <b>For:</b> Australian Crawl Springfield (Orion Lagoon & Lagoon Café) – Queensland <b>Effective Date:</b> 1 August 2025 <b>Review Date:</b> 1 August 2026	
<b>1. Purpose</b> This policy outlines [Australian Crawl Springfield’s commitment to handling complaints in a fair, transparent, and timely manner, in accordance with: <ul style="list-style-type: none"><li>• <b>AS/NZS 10002:2022</b> – Guidelines for Complaint Management in Organisations</li><li>• <b>Australian Consumer Law (Cth)</b></li><li>• <b>Queensland Human Rights Act 2019</b></li><li>• <b>Work Health and Safety Act 2011 (Qld)</b></li><li>• <b>Child Safe Organisations Act 2024 (Qld)</b>, where applicable</li><li>• <b>Guidelines for Safe Pool Operations (GSPO)</b></li></ul> <p>We recognise that complaints are an important source of feedback and an opportunity for improvement.</p> <b>2. Scope</b> This policy applies to: <ul style="list-style-type: none"><li>• Customers, patrons, and visitors</li><li>• Parents, guardians, and carers of children</li><li>• Staff, volunteers, and contractors</li><li>• Community stakeholders and suppliers</li></ul> <b>3. Policy Statement</b> <ul style="list-style-type: none"><li>• Complaints will be managed <b>confidentially, objectively, and without victimisation</b>.</li><li>• All complaints will be acknowledged and resolved <b>as quickly as possible</b>.</li><li>• Serious complaints (e.g., safety, discrimination, harassment, child protection) will be escalated immediately to senior management or relevant authorities.</li><li>• All staff are trained to respond respectfully and professionally to complaints.</li></ul> <b>4. Definitions</b> <ul style="list-style-type: none"><li>• <b>Complaint</b> – An expression of dissatisfaction about a product, service, policy, staff member, or the handling of a complaint.</li><li>• <b>Complainant</b> – The person making the complaint.</li><li>• <b>Feedback</b> – Comments, suggestions, or criticism given without an expectation of formal investigation.</li></ul>	

## 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.

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## **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:** \_\_\_\_\_