



## Guide on handling complaints for Lodge Leaders, Lodge Managers and Lodge VPs

### Introduction

This short guide is to help you remember some of the key points in handling a complaint. The guide is based on the overarching document *Complaint Handling System* published on the club's website.

Complaints should be handled in a way that is proportionate and appropriate to the matter being complained about.

When receiving the complaint try to deal with it promptly. If you are unable to deal with it or you think the issue should be escalated, let the member know their complaint will be sent to a committee member, most likely the Membership Officer.

### General questions to ask

Make sure you have enough information. Obviously, this will be important if the complaint is passed to a committee member to make their job easier in resolving the complaint.

What is the exact nature of the complaint? Were there any witnesses (if applicable)?

How would they like to see their complaint resolved (eg. an explanation or apology)? Is the outcome they are seeking reasonable?

Obtain their contact details (name, email address, phone number).

Are there any confidentiality or sensitive issues? Anonymous complaints will be accepted but let the member know it might make the investigation difficult. How then do they want to be advised of the outcome of the investigation?

### Next steps

If escalated, let them know that a committee member will contact them to acknowledge their complaint is receiving attention and to seek more information or clarification if required.

A committee member will let them know the particulars of the investigation, including any findings or decisions. Before a decision is made, the member will be given the opportunity to comment if there are contrary information or claims.

### Specific examples

If the complaint is about 'room not clean', ask for the details about what was not clean and make sure no one else has been in the room. Other common examples are; not cleaning up after cooking, not completing a lodge job, late night or early morning noise, unruly children or adults leaving a mess in common areas, leaving gear all over the drying room or common areas, car park issues at Thredbo, room allocation, inappropriate behaviour/comments by an intoxicated member.

### Report all complaints

You should let the Membership Officer know about all complaints including the ones you dealt with. All complaints are recorded so the committee knows what annoys members, how they were investigated and resolved, and to ensure there are no ongoing or systemic issues.