

Guide on how members can make a complaint

Introduction

This short guide is to help members who wish to make a complaint. The guide is based on the overarching document *Complaint Handling System* published on the club's website, which you should also read.

The club aims to handle complaints in a way that is proportionate and appropriate to the matter being complained about.

The club aims to deal with your complaint promptly.

If you have a simple or straightforward complaint at the lodge, the Lodge Manager or Lodge Leader may be able to deal with it at the time. However, if your complaint is more complex or sensitive you can contact a committee member. The Membership Officer has primary responsibility for handling complaints (membership.officer@brindabellaskiclub.org.au).

General guidance

Make sure you provide enough information to the club official so their job in resolving the complaint is easier.

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

How would you like to see your complaint resolved (eg an explanation or apology)?

Provide your contact details (name, email address, phone number).

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

If you wish to discuss your complaint with the Membership Officer, email (membership.officer@brindabellaskiclub.org.au) to organise a phone call.

Next steps

If your complaint needs to be escalated, a committee member will contact you to acknowledge that your complaint is receiving attention and to seek more information or clarification if required.

The committee member will let you know the particulars of the investigation, including any findings or decisions. However, if there are contrary information or claims made during the investigation you will be given an opportunity to comment before a decision is made.

All complaints will be recorded

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. The committee will be mindful of privacy issues and access to complaint records will be limited to only a few committee members.