

## North Sydney Leagues Club (NORTHS)

### Complaints Handling procedure

Why does NORTHS have a Complaints Handling procedure?

NORTHS has developed a Complaints Handling procedure to ensure that complaints are handled in a clearly defined and effective manner. This policy represents our commitment to fair and transparent dealing with our members, customers and suppliers.

NORTHS recognises that there are two types of complaints namely informal and formal.

A verbal complaint is deemed to be an informal complaint. In these instances the matter is brought to the attention of the staff and management and they are dealt with on the spot.

The existence of a formal complaint handling procedure does not absolve staff or management from the responsibility of handling minor or informal complaints in the day to day operation of the club.

A formal complaint is a matter that is detailed in writing.

If a member, customer or supplier is not satisfied with the outcome of an informal complaint they are encouraged to lodge a formal complaint. This document is prepared in order to outline the procedure for a formal complaint.

NORTHS's Complaint handling procedure complies with the requirements of Australian Standard 4269-1995 Complaints Handling (the Standard).

The procedure is administered in accordance with the standard and general principles of fairness.

Who can make a complaint?

You are eligible to lodge a complaint if,  
You are a member of NORTHS, or  
You are a person, who is entitled to be on the premises of the club, or  
You are contractor or supplier of goods and or services, or  
Any organisation invited to tender for the provision of goods and or services.

What can be complained about?

Complaints may be made about any aspect of NORTHS operations. However, complaints concerning determinations made in accordance with any relevant legislation or in accordance with the Clubs Constitution and by laws are exempt from the complaints procedures.

What is the procedure for making a complaint?

There is a set procedure that must be followed when making a complaint.

All complaints must be made in writing and must give the name and address of the person or organisation making the complaint. The complaint must include the following information:

What is perceived as the problem?

This could include:

NORTHS standard of service

NORTHS treatment of members

The transparency of NORTHS operations and financial reporting

Corporate governance and accountability

A NORTHS employee

NORTHS breach of legislation or

Other issues raised

The nature of the practice being complained about; and

A simple explanation of the reason (s) for the complaint.

NORTHS will provide any complainant with all possible assistance should they wish to formulate and lodge a complaint.

Who should complaints be address to?

All complaints must be addressed to:

Complaints Officer

NORTHS Club

Abbott Street CAMMERAY NSW 2062

What happens once a complaint has been lodged?

Once a complaint reaches NORTHS, our Complaints Officer will acknowledge its receipt within seven working days.

During this time the Complaints Officer will make an assessment as to whether the complaint is legitimate or whether it is frivolous, vexatious or an abuse of the complaints procedure.

If a decision is made that the complaint is frivolous, the person lodging the complaint will be notified of this in the acknowledgment letter, and will be provided with an explanation of why this decision has been made.

If a complaint has been found to be legitimate, NORTHS has a further 20 working days to respond in writing to the complainant. The complainant then has 20 working days to comment on the response.

If further comment is received from the complainant, NORTHS must then provide a final written response within 15 working days.

What occurs if a complainant is still unsatisfied at the end of this process?

If a complainant is unhappy with NORTHS' final response, they have 10 days in which to inform of their intention to avail themselves of NORTHS' Dispute Resolution procedure.

Information concerning this procedure can be found on the NORTHS' Dispute Resolution procedure information sheet.

For more information concerning NORTHS' Complaints Handling procedure on telephone (02) 9466 8888 or by email [complaints@norths.com.au](mailto:complaints@norths.com.au)