



Complaints Handling Procedure

1. Commitment

The Board and management of Briars Sports Club are committed to resolving complaints in a fair and effective manner. Complaints will be dealt with efficiently and the complainant will be treated with courtesy and respect. The effective handling of complaints will enable the Club to channel feedback into improving services to members and their guests.

2. Procedure

Complaints can be reported in one of two ways:

1. Action Form:
Action Forms are available from the Bar or the Office. Please complete the Action Form detailing clearly what the complaint is, providing as much information as possible. Please provide relevant contact information to allow the Club to formally reply.
2. Address a written complaint to the General Manager, Briars Sports Club, 14 Ian Parade, Concord, NSW 2137.

The Club has adopted the Clubs NSW recommendations for handling complaints. They include:

- a) The Club will make appropriate arrangements to ensure that complaints are received and recorded by a responsible person during normal office hours;
- b) A complaint must be in writing and contain the particulars of the allegations upon which it is founded;
- c) The Club will consider the complaint as soon as is practicable after the complaint is received (please see section 3 below - Timeframes). In processing the complaint, the Club may:
 - Require the complainant to provide further particulars of the complaint;
 - Carry out an investigation into the complaint;
 - Attempt to resolve the matter by conciliation;
 - Decline to entertain the complaint because the matter is considered frivolous, vexatious or lacking in substance (including repeat complaints about the same or similar issue(s) from the same complainant) or
 - Conduct a hearing into the complaint.

3. Timeframes

The Club will always try to resolve any issues straight away. However, the Club acknowledges that whilst some issues may be simple and can be dealt with quickly, others may be more complex and may require more time to investigate. In this case, the General Manager will send a formal acknowledgement within five (5) working days outlining a timeframe for proposed actions and response. Where possible, this will be no more than seven (7) days after the Club has received the complaint. If a complaint

requires a change in policy then it may have to be resolved at the next available Board Meeting. This may take up to 6 weeks. Again, if this is the case, this will be communicated to the complainant. Under normal circumstances a complaint should take no more than six (6) weeks to resolve.

4. Register of Complaints

A complaints register will be maintained by the Club including: a) The date and time the complaint was received; b) The name and contact details of the complainant; c) The substance of the complaint; d) The substance and date of the Club's response.

5. Additional Information

If additional information, or any assistance is required in completing the Action Report, please enquire at the Office or call 9743 1907.