



Complaints Policy

Purpose

1. The Board of Massé (**Board**) encourages the prompt, and where appropriate, informal resolution of complaints in order to ensure a fair, timely, and efficient process.

Applies to

2. This Policy applies to the Board, and all Massé staff and visitors, including volunteers, participants, supporters, club members, service providers, and families of participants, to the extent any matters raised in a complaint relate to Massé and its operations.

Policy

3. Complaints are to be taken seriously and dealt with efficiently, fairly, and transparently.
4. The Board provides a complaints management process that is fair, simple, timely, and efficient (**Complaints Process**):
 - (a) The Complaints Process is consistent with the principles of natural justice.
 - (b) All complaints are to be handled confidentially and promptly and at the lowest level of resolution appropriate in the circumstances.
 - (c) Where necessary, assurance will be provided that the complaint has been taken seriously and feedback is given.
5. All parties involved in a complaint must engage in any Complaints Process in good faith, making themselves reasonably available, proactively releasing relevant information, and providing true and correct information and responses throughout.
6. The Board will also consider the need to preserve confidentiality and the privacy of other persons (i.e., an anonymised summary may be provided where appropriate).
7. Where a complaint is received about the conduct of a club member, and the Board investigates the complaint and finds that the allegations are established, the Board may take steps to address the conduct, including but not limited to:
 - (a) Issuing a written warning.
 - (b) Suspending the club member's membership.
 - (c) Terminating the club member's membership.

Process

8. When resolving a complaint, the Board (or those authorised by the Board) will endeavour to follow this Complaints Process (and as illustrated in Table 1.1 below):
 - (a) Acknowledge complaint in writing (generally within 10 working days of receipt or as practicable).
 - (b) At the next board meeting or as soon as reasonably practicable thereafter, decide what action to take in respect of the complaint and advise complaining parties.
 - (c) Provide appropriate information on the complaint to any responding parties, and where necessary, preserving the privacy of other persons.
 - (d) Conduct investigation (i.e., internal or external). If more time is needed to investigate the complaint, notify any relevant parties.
 - (e) Following any investigation, provide an outcome in writing to all relevant parties, which could include decision to commence separate processes (e.g., disciplinary). Whenever providing any outcome, take account of confidentiality and the privacy of other persons.
 - (f) If a complainant is not satisfied with the outcome, they can ask the Board to reconsider it, setting out the basis of that request. The Board has full and final discretion as to whether any outcome is reconsidered.
 - (g) All complaints must be made in writing. The Board cannot accept complaints made verbally and/or anonymously.

Alex McCool

Acting Board Chairperson

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Table 1.1 – Complaints process

