

GRANGE ROYALS HOCKEY CLUB (GRHC)

Feedback and Complaints Management Procedure



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Feedback

As a club we value the feedback we receive from our members. The club has a dedicated feedback email address which we encourage members to provide feedback to. The Management Committee reviews this feedback when received and determines whether it can be implemented to improve the club.

External Complaints

When people have complaints, they should direct them in the following manner:

Member of Public – write to secretary@grangeroyals.org.au

Member of another club – raise with their club president for forwarding concerns in writing to secretary@grangeroyals.org.au

Member of our club in relation to the actions of a member of another club or of the association – write to secretary@grangeroyals.org.au

All complaints received in this manner will be reviewed by the whole of the management committee and an agreed approach be developed based on the information provided. All complainants will receive a written response to a) acknowledge the complaint on receipt, and b) advise of the outcome of their complaint at the conclusion of the management committee's action. Our aim is to manage any concerns in a transparent and fair way.

Internal Complaints

Direct Resolution

When a member of our club has a concern with another member of our club, they are encouraged in the first instance, to raise the issue directly with the person who they have a grievance with (the respondent). If the concern is not serious, bringing direct attention to it could resolve it. Explaining the behaviour or the concern, how it affects the member and asking the person to resolve the matter directly may be enough.

Raising a Complaint

If the complainant is not able to raise the matter directly with the person of concern (i.e, the matter is serious, they do not feel comfortable to do so) they are able to raise the matter with their team manager or coach, or a players rep from the management committee for direct resolution.

If the matter is not able to be resolved at this level, the matter is to be referred to the President of the Management Committee. If the President is directly involved in the complaint then the matter will be referred to the Vice President or the Secretary for management.

Complaint Management Guidelines

Upon receipt of a complaint the complaint manager will:

1. Review the matters raised.
2. Contact the complainant to advise they have received the complaint, seek any clarifying information if needed, and confirm the outcome that the complainant is seeking.

3. Gather details from any other relevant parties (including the subject of or respondent to the complaint) and determine whether there has been any inappropriate action or behaviour on a balance of probabilities.
4. If there has been inappropriate action or behaviour that contravenes club policy, then determine an appropriate penalty and resolution.
5. If no inappropriate action or behaviour has been able to be identified, determine a suitable outcome to resolve the issue raised.
6. Present findings and recommendations to the Management Committee for endorsement (record to be kept in committee minutes).
7. Write to the complainant and the respondent to advise of the outcome.

Clubroom Management and Operations Policy Statement

GRHC, as an affiliate member of our parent association (Hockey SA), has adopted and abides by the principles of Hockey SA's Smoke Free Policy and Alcohol Management Policy, and adapts these policies to suit the operations of our club rooms.

Any disputes to the application of these policies are to be managed in accordance with the clubs Feedback and Complaint Management Procedure.

Further information regarding club operations can be found under the operations management section of the Policies, Procedures & Resource Guide.