



COMPLAINTS POLICY

Policy number	BH4
Responsible person	Board & General Manager
Version	1.0
Approved by Board	February 2025
Scheduled review	January 2026

1. INTRODUCTION

Badminton Hobart (BH) is committed to handling and resolving member complaints in a confidential, fair, and timely manner.

2. DEFINITIONS

Types of Complaints

There are many factors that influence a member's decision to make a complaint. There is also a range in the types of complaints that can be made. Examples of factors and types of complaints include:

(a) Service delivery complaints

- dissatisfaction with service provision
- accuracy and timeliness of information
- communication breakdown
- cultural issues
- stress and fatigue
- incidents of conflict
- inappropriate behaviour of staff and volunteers
- poor maintenance of facilities and equipment
- member abuse, harassment, discrimination, and neglect
- breach in member confidentiality

(b) Governance complaints:

- financial mismanagement
- fraud
- procedures followed not in accordance with the organisation's constitution or organisational policies

(c) Complaints of potentially criminal nature:

If the complaint has criminal implications, such as fraud or abuse, then the Police must be notified immediately.

(d) Items not considered complaints

- feedback concerning suggested improvements to BH facilities, services, or processes.
- protests or feedback concerning pennant or tournament results; including but not limited to team stacking, cheating, tardiness, pennant costs etc.

3. POLICY

(a) Methods of complaint

- verbal – face to face or by phone
- written – formal letter or e-mail
- anonymous complaints - some members may wish to remain anonymous in making their complaint. This should be respected, and the complaint investigated once received. In cases where the member wishes to remain anonymous, the complaints record must still be completed but without the member's name or contact details

(b) Responding to complaints

All complaints should aim to be handled and resolved as soon as possible, wherever possible, using the following process:

Employee receiving the complaint

Verbal complaints

- listen carefully and respond to the complainant in a polite and respectful manner
- clarify your understanding of the complaint and ask the complainant how they would like the complaint resolved; wherever possible, try to resolve the complaint at the time
- complete a complaint record for all verbal & written complaints received and forward the complaint record to the General Manager for review/action as required
- offer the complainant the opportunity to complete a written complaint using the [member complaint form](#)
- if the complaint was verbal (ie: the complainant did not wish to fill in a form), provide the complainant with a printed copy of the completed complaint record
- if the circumstances do not allow the complaint to be resolved immediately, advise the complainant that the complaint has been forwarded to the General Manager, and they will be contacted as soon as possible to discuss their issue
- record complaint/s in the complaints register

Written complaints

- record in the complaint register, with the date received being the date sent to the General Manager, not the date on the form
- forward the complaint to the General Manager for review/action as required

General Manager - all complaints

- confirm that the complaint has been recorded in the register
- create a folder in Complaints section of the BH SharePoint page for storage of all information relating to the complaint (ensuring all communications, or copies thereof, relating to the complaint are stored in this folder)
- unless immediate escalation is required (please see below escalation requirements), attempt to resolve the complaint in the method deemed most appropriate, ie: phone contact, face to face meeting, written response, etc.
- note the outcome and date in the complaint register
- provide a monthly summary of complaints received and outcomes to the Board

(c) Escalation Requirements

- any complaints of a serious nature - corruption, fraud, harassment, etc. - must be submitted in writing and referred to the Board immediately
- if the complaint involves the General Manager or the complainant feels that the General Manager is not the appropriate person to handle the complaint, refer the matter directly to a member of the Board
- criminal complaints - any complaint involving behaviour or circumstances of a potential criminal nature must be immediately referred to the Board for immediate review and ongoing referral to the Tasmanian Police as appropriate
- criminal behaviour and safety – any complaint involving behaviour that potentially endangers the safety of staff or members of the public should be immediately referred to the appropriate emergency service, and then when it is safe to do so, to the Board and General Manager.

All complaints (irrespective of type) should attempt to be resolved within the timeline provided below.

Action – Verbal complaint	Completion timeline from time complaint received
Compliant received, attempt to resolve complaint	at the time of complaint
Complete complaint record & provide copy to complainant	at the time of complaint
Complete complaint register	four (4) hours
Email complaint record to General Manager	four (4) hours
General Manager creates a complaint file and provides an initial response to the complainant or escalates immediately to executive committee	48 hours
Complaint investigation and response/resolution	seven (7) days
Action – Written complaint	Timeline
Complaint received, entered into the complaint register, and forwarded to General Manager for action	24 hours
General Manager creates a complaint file and provides an initial response to the complainant or escalates immediately to the Board	48 hours
Complaint investigation and response/resolution or escalation	seven (7) days
Action – Escalated complaint	Timeline
Board confirms receipt of complaint to General Manager	24 hours
Complaint investigation and response/resolution or escalation	30 days

Notes and exceptions

- the timelines provided above are maximum times, and if possible, actions should attempt to be taken more quickly where feasible
- any actions involving criminal activity or safety to staff, members or the public should be dealt with immediately, including referral to emergency services as appropriate

(d) Appeals

If the complainant remains unsatisfied with the response received from the General Manager, they can request that the complaint be referred to the BH Board for review, and the complainant is to be advised of the option to refer their complaint if dissatisfied.

Should a complainant remain unsatisfied with the response received from the Board, they are to be advised of their right to appeal to an appropriate external body eg: Discrimination Commissioner

(e) Documentation Requirements

All information pertaining to a complaint shall be stored for not less than seven (7) years from the date it was first received.

4. RELATED DOCUMENTS

[Badminton Hobart Client Complaint form](#)