* <insert club/organisation name here>

**Position Description – Complaints Officer**

# Role

The Complaints Officer is responsible for managing how [SPORT ORGANISATION] deals with complaints. The role supports [SPORT ORGANISATION] to establish and embed a clear and easily understood complaints process so that matters are dealt with in a prompt, fair and effective manner. The role involves:

1. Creating an environment at [SPORT ORGANISATION] where participants, volunteers, staff, parents, guardians, community members and others:
   * understand informal and formal complaints processes
   * understand how to recognise unacceptable behaviours in person and online
   * have the confidence and mechanisms to make a complaint
   * will be supported throughout complaints process.
2. Managing complaints by investigating and resolving them/or referring them to external organisations.

The Complaints Officer role is guided by [NSO/SSO/Association]’s policies [tailor to your sport’s policies]:

* Complaints, Disputes and Disciplinary Policy
* Member Protection Policy
* Safeguarding Children and Young People Policy
* [SPORT ORGANISATION]’s constitution

# Responsibilities

* **Distribute information about complaint handling processes:** Ensure accurate information about how and where to make a complaint is available and easily accessible for all people at the [SPORT ORGANISATION].
* **Understand** [SPORT ORGANISATION]’s policies and procedures for managing complaints, disputes and disciplinary processes.
* **Receive complaints:** Receive complaints verbally or in writing, acknowledging their receipt in a timely manner, and ensuring complainants understand how their complaint will be managed.
* **Refer/escalate relevant complaints:** Refer or escalate complaints that can’t be dealt with by [SPORT ORGANISATION] to:
  + a higher-level body within the sport, such as [NSO/SSO/Association]
  + a relevant external organisation, such as Sport Integrity Australia, the eSafety Commission, Child Protection and/or law enforcement agencies.
* **Manage Complaints:** For complaints that can’t be escalated, follow the relevant [NSO] and [SPORT ORGANISATION] policies and procedures.
  + Use informal resolution strategies to address complaints when appropriate.
  + Apply principles of fairness and impartiality to all parties when investigating and making decisions around a complaint.
  + Declare any actual or potential conflicts of interest.
  + Clarify the key issues of the complaint with the complainant.
  + Make decisions based on facts, taking into account what is relevant and irrelevant.
  + Consult with people within the [SPORT ORGANISATION] who have experience relevant to the issue, ensuring confidentiality and privacy is maintained.
  + Seek support from [NATIONAL INTEGRITY MANAGER OR EQUIVALENT] or the [SPORT ORGANISATION] president, secretary or MPIO.
  + Give reasons for any decisions made and any changes that have resulted from the complaint and details of any remedy.
  + Keep all information relating to the issue and people involved confidential.
  + Keep all relevant people involved in the complaint informed throughout the process.
* **Keep accurate records:** Ensure all responses and outcomes are recorded in a secure place and reported to the relevant board/committee. This will assist with best practice and continuous improvement on complaint handling procedures and may be used as evidence if the matter is escalated or requested by a relevant authority.
* **Review Complaints Procedures:** Conduct an annual review of [SPORT ORGANISATION]’s complaints procedures and update them as needed. Seek advice from [NSO/SSO/Association] regarding updates to policies.

# Skills and qualities required

* Always demonstrates safe and respectful behaviours. Is ethical, honest and trustworthy.
* Excellent interpersonal and communication skills – including listening and empathy skills.
* Ability to exercise effective and impartial judgement to determine if a complaint can be substantiated (meaning the allegations made are true).
* Ability to investigate complaints in a professional and respectful manner, without bias.
* Ability to maintain privacy and confidentiality.
* Ability to show initiative and work independently.
* Ability to work cooperatively with internal personnel and external organisations
* Possesses a thorough understanding of [SPORT ORGANISATION]’s and [NSO]’s policies and procedures, or a willingness to learn.
* Ability and willingness to actively promote [SPORT ORGANISATION]’s policies and procedures that relate to safe and respectful behaviours and the complaints process.
* Ability to keep and maintain accurate records.
* Excellent critical thinking and decision-making skills.
* Ability to reflect on decisions, processes and personal actions for continuous improvement.

# Support

The Complaints Officer can connect to the following support people / organisations during or after a complaint matter:

[SPORT ORGANISATION] Personnel

President: [NAME, TELEPHONE, EMAIL]

Secretary: [NAME, TELEPHONE, EMAIL]

General Committee Member: [NAME, TELEPHONE, EMAIL]

General Committee Member: [NAME, TELEPHONE, EMAIL]

[NSO/SSO/Association] CONTACTS

National/State Integrity Manager: [NAME, TELEPHONE, EMAIL]

Sport Integrity Australia: [Contact us | Sport Integrity Australia](https://www.sportintegrity.gov.au/about-us/contact-us) 1300 027 232

eSafety Commission: [Report online harm | eSafety Commissioner](https://www.esafety.gov.au/report)

# Wellbeing

Dealing with complaints can be distressing or confronting. If you are in immediate danger, call 000. If you or someone you know requires support, the following services are here to help.

* [Lifeline](https://www.lifeline.org.au/) | 13 11 14
* [Beyond Blue](https://www.beyondblue.org.au/) | 1300 224 636
* [Black Dog Institute](https://www.blackdoginstitute.org.au/) | 02 9382 4530
* [Headspace](https://headspace.org.au/)
* [Wellmob Online Counselling](https://wellmob.org.au/)
* [Yarning SafeNStrong](https://www.vahs.org.au/yarning-safenstrong/)

# Training

* TAILOR THIS FOR YOUR ORGANISATION
* Complaint Handling – Play by the Rules (REQUIRED)
* National Integrity Framework Introduction (REQUIRED)
* Safeguarding Children and Young People in Sport Induction – Sport Integrity Australia (REQUIRED)

# Other requirements

* Police check.
* Working with Children Check and/or Working with Vulnerable People Check (as required by state or territory law).

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| Commitment to Child Safety | [SPORT ORGANISATION] is committed to ensuring the safety and wellbeing of all children and young people involved in our sport. Our policies and procedures seek to address risks to child safety and to establish child safe culture and practices.  Recruitment and screening requirements have been developed to provide a fair, safe, consistent and comprehensive recruitment process across our organisation. Our organisation takes child protection seriously and ensures that the organisation recruits personnel who are suitably qualified and committed to providing professional, safe, and enjoyable programs and services to children.  To meet our responsibilities under [SPORT ORGANISATION]’s Safeguarding Children and Young People Policy, applicants for all child-related positions are required to undergo background checks and screening prior to and during their appointment to the role. |