



# Sport Matters Complaints Policy

**Sport Matters takes complaints very seriously and has a commitment to efficient and effective handling of complaints.**

## **1. Commitment to good complaints handling**

Sport Matters takes complaints seriously and is committed to listening to and resolving complaints in a timely, transparent and efficient manner. All feedback is welcomed as we are committed to continuous quality improvement of our service delivery. Our complaints handling procedures are confidential and accessible to all stakeholders, regardless of gender, status or background and without prejudice to their future participation.

## **2. Scope of policy**

This complaints policy applies to any complaint regardless of who makes it and how big or small the complaint. We regard a complaint as any expression or dissatisfaction about our organisation, our staff, our volunteers, our partners, our contracted service providers or anyone else acting on our behalf.

A complaint may be made by a person to whom we deliver services or who is affected by our services, a partner, a local organisation with which we work, our staff, volunteers, donors or a member of the public.

This policy applies, for example, if:

- A local person or partner raises with us concerns about one of our programs or activities.
- A member of the public contacts us to express their concern about the way in which we have conducted a fundraising campaign;

## **3. Publicising this policy**

Sport Matters will ensure that our complaints policy is readily available on our website or by contacting our office to request a copy to enable those who wish to make a complaint access to the information describing how to do so and what to expect. All care will be taken to assist and enable people from the field and complaints from children or disadvantaged groups to have their grievances heard and facilitate their participation in the complaints handling process.

## **4. How complaints may be made**

There are two designated points of contact to receive complaints:

- Non-executive Director: Liesl Tesch [liesl.tesch@sportmatters.org.au](mailto:liesl.tesch@sportmatters.org.au)
- Sport Matters CEO and Executive Director: Jackie Lauff [jackie.lauff@sportmatters.org.au](mailto:jackie.lauff@sportmatters.org.au)

Complaints can be made via phone, fax or email through our office. There is also a form on our website that provides an opportunity for online feedback:

Address: Level 32/1 Market Street Sydney NSW 2000 AUSTRALIA

Phone: +61 2 8090 2343

Fax: +61 2 8076 8605

Website: [www.sportmatters.org.au](http://www.sportmatters.org.au)

## **5. How we will handle complaints**

Minor complaints that can be resolved by telephone or in writing on the basis of a misconception that can be corrected will be actioned as quickly as possible. Complaints without merit, will be taken seriously and responded to in writing as quickly as possible.

Complaints that require initial assessment and investigation, or that may require changes to the way Sport Matters operates training or management of staff and/or volunteers may take longer to process and will be escalated to the appropriate regulatory or enforcement authorities as necessary.

## **6. Responding to and closing a complaint**

All minor complaints will be responded to in writing by the first point of contact. If the complainant is not satisfied with the initial response, they have the option of escalating the complaint to the Chairperson of the Board of Directors.

## **7. The ACFID Code of Conduct**

Complainants will be informed of the ability to make a complaint regarding any alleged breach of the ACFID Code of Conduct directly to the ACFID Code of Conduct Committee.

Sport Matters agrees to be bound by the independent, accessible, fair and confidential ACFID Code complaints handling process, will comply with the Code of Conduct Committee's requests for information, and will comply with any corrective or disciplinary action agreed with the Code of Conduct Committee.

## **8. Our timeframes**

Sport Matters commits to responding to complaints within 5 days. For more complex complaints that are not resolved either by telephone or in writing within 5 days, Sport Matters will update the complainant on the status of their complaint within 30 days.

Where appropriate, Sport Matters will endeavour to contact a complainant at a later date to monitor our complaint resolution procedures.

## 9. Confidentiality

Sport Matters will not reveal a complainant's name or personal details to anyone outside the organisation without the complainant's permission.

## 10. Recording & reporting complaints

All complaints made either verbally or written, Sport Matters will maintain a register of complaints, either verbal or written, that will capture the following fields: date received, type of complaint, name of complainant, dedicated contact persons, action taken, date resolved). All complaints will be captured on the register and reported to both the management and the Board of Directors.

Any changes to Sport Matters policies, practices or services as a result of a complaint will be communicated to our board, management and internal stakeholders.

## 11. Resources

For further information on complaints handling please refer to:

- **ACFID Code of Conduct:** D.6 Complaint-handling within signatory organisations
- **Australian Standard:** Customer satisfaction – Guidelines for complaints handling in organisations (ISO 10002:2004)

### Mail:

Sport Matters  
Level 32/1 Market Street  
Sydney NSW 2000  
AUSTRALIA

OR

Email: [info@sportmatters.org.au](mailto:info@sportmatters.org.au)

### POLICY REVIEW

Date Policy effective	15 April 2013
Date for Policy to be reviewed	15 April 2015