

MCC Procedures for Internal Resolution of Complaints and Disputes Procedures for Receiving Complaints

If a complaint is submitted to the MCC, the Club:

1. If the complaint is verbal, either resolve it “on the spot”, or if that is not done, request the complainant to submit a written complaint to the **Complaint Handling and Disputes Resolution Coordinator**;
2. If the complaint is in writing, acknowledge in writing, receipt of the complaint as soon as practicable and in any event within 14 days from receipt, and enclose a copy of this Policy for the complainant’s information;
3. Ensure that the complaint receives proper consideration resulting in a determination by the **Complaint Handling and Dispute Resolution Coordinator** as the person designated by the club as appropriate to handle complaints;
4. Act in good faith in dealing with and resolving the complaint;
5. Investigate the complaint including by:
 - a. Seeking all relevant information from the complainant;
 - b. Obtaining all relevant information from club members/person being complained against.
6. May in its discretion, give any appropriate remedy to the complainant/person complained against, including any of the following:
 - a. Information and explanation regarding the circumstances giving rise to the complaint;
 - b. An apology;
 - c. Compensation for loss incurred by the complainant/person complained against.
7. Must communicate to all parties in relation to the complaint as soon as practicable and in any event, not more than 45 days after receipt by the club of the complaint:
 - a. The determination in relation to the complaint;
 - b. The remedies (if any) available to the complainant;
 - c. Information regarding any further avenue for complaint.

When a Complaint will be Treated as Resolved by the Club

Written Complaints

- Where the complainant has been notified in writing of a decision and no response has been received, the complaint will be treated as resolved by the club.

Verbal Complaints

- The complaint has been resolved to the complainant’s satisfaction “on the spot”;
- Where the complainant has been notified of a decision about a complaint and no response has been received.

Confidentiality

The complaint handling and dispute resolution process will keep the complainant’s and person complained against identities private to guard against inconvenience or discrimination.

Sensitivity

The club will treat each complaint separately and on its merits.

Recording Complaints and Disputes

The Complaint Handling and Dispute Resolution Coordinator must ensure that a Complaints and Disputes Register is established, maintained and kept up-to-date. The Register will be comprised of a copy of each Complaint Report. At a minimum, the Register must include the following information about every complaint that is received:

- Date complaint is made;
- Nature of complaint / issue;
- Action taken to investigate the complaint;
- Date resolved;
- How resolved.

The Complaint and Dispute Resolution Coordinator must periodically review the Register to check that complaints are being handled appropriately, including in accordance with this Policy, and within the required timeframes.

The Complaints Register must also be tabled at club Board meetings.

Complaint Report

1. Date of this Report
2. Date complaint made/dispute notified
3. Details of complainant (Name, address & telephone number)
4. Nature of complaint
5. Action taken to investigate the complaint
6. Who is responsible for ensuring this action is carried out
7. Date action completed
8. The name of the person or persons who were the subject of the complaint
9. Does complaint/dispute indicate a recurring or systemic issue?
10. If yes, what action was taken to ensure the issue does not recur / that systemic issue has been addressed?
11. Is the complaint/dispute significant?
12. If yes – date notified to Board

13. How was the complaint/dispute resolved

14. 14. Date complaint / dispute resolved

Lesley Bretherton
6 June 2018