



SUNSHINE BEACH SURF LIFE SAVING CLUB

POLICY STATEMENT

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| Policy: Surf Sports Grievances & Complaints Policy | Department: Surf Sports |
| Policy No: SS05 | Version: 1 |
| Effective Date: 30/11/2016 | Approved Date: 30/11/2016 |
| Revision Date: 30/11/2016 | Approved by: Board of Directors |

Purpose

The purpose of this policy is to provide clear guidelines with respect to the breach of a surf sports policy and/or breach of member protection policy that occurs in a surf sports setting

Application

Applies to all members of the Club, in particular as it relates to all U11 – Masters active Surf Sports, Pool Rescue and Surf Rescue Competitors

Policy

The Surf Sports Committee recognises that from time to time an issue may arise that requires further review or investigation. In the event that you feel that a policy has been breached, in particular if it relates to member protection you are encouraged to report the issue. The Sunshine Beach SLSC has a formal grievance and complaints handling procedure with a dedicated Grievance Officer to assist in the event an issue requires further action or has escalated beyond the scope of the Surf Sports section.

The following steps should be taken in this process:

- All complaints or grievances should first be reported to the Director of Surf Sports;
- Your complaint or grievance can commence by way of verbal advice in its preliminary stage. In the event, that the matter requires further investigation or consideration, then a written formal complaint addressed to the Director of Surf Sports must be tabled prior to further action being undertaken. The Director of Surf Sports will not commence any formal process on the basis of hearsay or rumour, a written formal complaint is required for further action;
- The Director of Surf Sports will on advice from the Surf Sports Committee always attempt to resolve any complaint or grievance where possible. In the event that your matter requires further attention, you may then be referred to a Grievance Officer who will focus on investigating your claim and may call a judicial hearing. If you are dissatisfied with the outcome of the hearing you can ask that an independent Judiciary to hear your case, and if necessary appeal at an even higher level. Grievances that reach these levels are typically severe in nature, take time to be resolved and the resolution doesn't always work in everyone's favour.
- In the event that your grievance or complaint relates to the Director of Surf Sports, you are then requested to report the matter directly to the Lifesaving President for his advice and further action if required.