

Fremantle Surf Life Saving Club

Position Description

Complaints Officer



Purpose:

- To manage any complaint to the Club in line with the SLSA Complaints Resolution Policy 6.06
- To act as a focal point at all levels for complaints, being general, breaching the Club Code of Conduct or complaints as described in the SLSWA Volunteer Position Description (attached)
- To act as Member Protection Officer (MPIO) for the Club
- To escalate complaints and grievances to the Board whilst maintaining a neutral position
- To conduct member surveys and report on as requested by the Board

Reports to:

- Club Captain

Qualifications:

- Financial member of the Club, with voting rights
- Proficient holder of current SLSA award – Bronze Medallion preferred
- Current National Police Clearance or Working with Children Clearance

Key Competences:

- Effective communicator with good interpersonal skills
- Effective report writing skills
- Effective team leadership skills
- Ability to maintain confidentiality
- Ability to deal with others honestly, ethically and with integrity

Accountabilities:

- Uphold the Constitution and Bylaws of the Club, and promote the Club's Values through actions and words
- Undergo and maintain SLSWA complaints handling training
- Undergo and maintain SLSA Member Protection Officer (MPIO) training
- Be familiar with relevant SLSA Policies and Guidelines
- Attend scheduled Fremantle SLSC Management meetings
- Promote effective vertical communication between the Board and Committees
- Support to the Club Captain when requested

Key Performance Indicators:

- Attendance at least 75% of the scheduled Fremantle SLSC Management meetings

Approved by: Jack Dowie – President

Date: 04/05/2023

Revision: 1



Volunteer Position Description

Position	Position Description Completed
Complaints Manager	October 2022
PURPOSE STATEMENT	
The Complaints Manager is responsible for managing any complaint submitted to their club in line with the SLSA Complaints Resolution Policy.	

ROLE AND RESPONSIBILITIES	
<p>All Complaints Managers manage complaints through SLSA’s online complaints portal, following the procedures and timeframes outlined in the Complaints Resolution Policy. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Dealing with all complaints in a fair, timely and transparent manner. • Escalating complaints as appropriate to ensure that appropriate persons are involved. • Considering the reasonable wishes of all parties involved. • Providing communication on a regular basis as to the progress of the complaint. • Clearly explaining the next steps and options to all parties involved in a complaint. • Maintaining appropriate confidentiality regarding complaints. • Reporting any serious issues involving children and young people or allegations of a serious criminal offence to relevant authorities. • Maintaining appropriate records of complaints in a safe and confidential manner. <p>Complaints Managers may be asked to act as a Complaints Manager for another club. This could be due to conflict of interest or availability of appropriately skilled members.</p>	
ROLE REQUIREMENTS	KEY CHALLENGES
<ul style="list-style-type: none"> • Be a current, financial member. • Undergo screening as per SLSWA Member Screening Policy. • Complaints Handling training provided by Play by the Rules. • Participation in the Complaints Resolution workshop. 	<ul style="list-style-type: none"> • Maintaining impartiality and following complaints resolution process correctly. • Identifying and disclosing any conflicts of interest. • Potential exposure to high-conflict situations and/or behaviour. • Adhering to timeframes required by policy, particularly when dealing with complex issues.
SKILLS, KNOWLEDGE AND QUALIFICATIONS REQUIRED	
<ul style="list-style-type: none"> • Prior knowledge of the Member Protection Policy (including the Code of Conduct) and the Complaint Resolution Policy is desirable (training will be provided). • Possess good interpersonal and communication skills • Good organisational skills and digital platform capabilities • Ability to understand policy documents and follow process • Ability to respond appropriately to members through the process of complaints resolution • Self-awareness in relation to their level of competence and any limitations 	