



COMPLAINTS MANAGER

Summary:

The Complaints Managers role is designed to support the management of complaints in accordance with Netball Victorias Policy Framework for Dispute Resolution within South Upwey Netball Club.

Responsible to:

The President, Vice President, Treasurer and Secretary and the members of South Upwey Netball Club.

Responsibilities and Duties:

- Receive complaints and act as the first point of contact for individuals wishing to raise a concern or complaint
- Advise complainants on their rights, processes, and possible resolutions
- Offer support and explain the complaint procedure clearly and fairly to all parties
- Where appropriate, facilitate informal resolution or mediation between parties
- Work toward timely and fair resolution of disputes
- Maintain confidential and accurate records of all complaints and actions taken
- Attend monthly committee meetings
- Assist the Executive Committee with presentation night, and Annual General Meeting
- Carry out responsibilities as deemed by Executive Committee
- Foster a positive club spirit amongst all members and encourage them to participate in a sporting manner
- Take on concerns from Club members and bring these concerns to be heard at committee meetings
- Attend at least one MDNA Delegate meeting

Knowledge and Skills Required:

- Have a knowledge of the South Upwey Netball Club Constitution and how the club operates
- Ability to maintain confidentiality on relevant matters
- Essential to be available to listen and give advice regarding any concerns and issues raised by Committee or Club members
- Knowledge of Child Safe Standards and how it relates to the netball community
- In depth knowledge of the complaints management process
- A strong understanding of netball and association procedures
- Can communicate effectively
- Enthusiasm and positivity
- Computer literacy