

3D Archery Association of Australia



COMPLAINT POLICY

Effective from 1/7/2017

PREFACE

It gives me great pleasure to introduce you to 3D Archery Association of Australia (3DAAA) Complaint Policy.

The 3D Archery Association of Australia Inc (3DAAA) is fast becoming one of the countries most professional Archery sporting organisations. This is an exciting and challenging time for the organisation as we position ourselves towards delivering professional policies and improved services that offer the athlete more opportunities within 3D Archery.

The Complaint Policy is another of 3DAAA's policies developed to protect the organisation and the members while enhancing the Association's ability to manage development into the future. I am confident that with further policy developments and relationships with other stakeholders, that 3DAAA will continue to develop strong sporting culture aimed at 3D Archery.

Yours in Archery,

Mike Elvin
President
3D Archery Association of Australia Inc.
July 2017

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1. Authority

This Policy is issued by the President under Rule 2.1.(s) of the 3DAAA Association's Constitution.

2. Sunset clause

Unless reviewed or revoked, this Policy will remain effective until 30 December 2022

3. 3DAAA Commitment To Good Complaint Handling

3DAAA 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 sport. Our complaints handling is confidential and is open to all 3DAAA participants, regardless of gender, status or background and without prejudice to their future participation.

4. 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 association, our clubs, our volunteers, our partners, our contracted service providers or anyone else acting on 3DAAA's 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 clubs, volunteers, sponsors or a member of the public.

This policy applies, for example, if:

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

5. Publicising This Policy

3DAAA will ensure that our complaints policy is readily available on our website or by contacting the 3DAAA liaison officer 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.

6. How Complaints May Be Made

There are two designated points of contact to receive complaints:

NOTE: All complaints are to be in writing. No verbal complaints will be recognised by affiliated 3DAAA clubs or the 3DAAA National Committee.

- Complete a record of complaint form with a 3DAAA Club Official. This form can be accessed on the 3DAAA website at www.3daaa.com.au . 3DAAA Club Officials are to forward the record of complaint to the 3DAAA National Committee for reviewing.

- Complete a record of complaint form with a 3DAAA National Committee Member. This form can be accessed on the 3DAAA website at www.3daaa.comm.au .

Complaint forms can be sent by mail or emailing a completed record of complaint form to the 3DAAA National Committee Secretary or by handing a completed record of complaint form in person to a 3DAAA Club Official or 3DAAA National Committee Member.

Record of Complaint Form Mailing Address;

Address: PO Box 203 Stockton, 2295

Phone: 0417 074 233 for advice only, All complaints must be in Writing

Website: www.3daaa.com.au

7. How 3DAAA 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 3DAAA operates or management of affiliated Clubs and/or volunteers may take longer to process and will be escalated to the appropriate regulatory or enforcement authorities as necessary.

8. 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 3DAAA National Committee.

9. 3DAAA Timeframes

3DAAA commits to responding to complaints within 14 days. For more complex complaints that are not resolved either by telephone or in writing within 14 days, 3DAAA will update the complainant on the status of their complaint within 30 days. Where appropriate, 3DAAA will endeavour to contact a complainant at a later date to monitor our complaint resolution procedures.

10. Confidentiality

3DAAA will not reveal a complainant's name or personal details to anyone outside the organisation without the complainant's permission.

11. Recording & reporting complaints

All complaints are to be in writing, 3DAAA will maintain a register of complaints 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 this register.