



## Complaints & Feedback Policy

<b>Responsibility of:</b>	<i>Complaints Handling Officer and Board</i>	<b>Document No:</b>	NTP02
<b>Approved Date:</b>	2010	<b>Version Number:</b>	2
<b>Effective from:</b>	1 January 2011	<b>Previous Versions:</b>	1
<b>Review Date:</b>	25 March 2018		
<b>Next Review Date:</b>	January 2021		

### INTERPRETATION

Unless the context otherwise requires the following definitions will apply in this document:

- **Complainant** means any person making a Complaint.
- **Complaint** means an expression of dissatisfaction made to NT TENPIN BOWLING ASSOCIATION INC related to services, policies, and selection of teams, coaching and officiating services and general administration of the Association where a response or resolution is explicitly or implicitly expected.
- **Complaints Officer(s)** means a person(s) with overall responsibility for the implementation of the complaints handling process. This person(s) will have completed *Play by the Rules - Complaint Handling* course, and be endorsed by the Board as the official Complaints Handling Officer(s)
- **Bowler/parent/proprietor/coach/official/stakeholder or committee member** means the customer(s) of our organisation.
- **Customer Satisfaction** means a customer's perception of the degree to which the customer's requirements have been fulfilled.
- **Customer Service** means the interaction of NTTBA's service with the customer throughout the time of an event, league, tournament, clinic, travel group or team.
- **Feedback** means opinions, comments and expressions of interest in the service, services or the complaints resolution process.
- **NTTBA** means Northern Territory Tenpin Bowling Association Inc
- **Objectives** means something sought or aimed for in relation to complaints handling or feedback process as set out in this policy.
- **Policy** means the overall intentions and direction of NTTBA in relation to customer/bowler feedback as set out in this policy.
- **Respondent** means the person or persons who are the subject of the complaint

### OBJECTIVES

The Northern Territory Tenpin Bowling Association Inc is actively committed to providing an effective and efficient complaint resolution process and welcomes feedback from all its stakeholders. This Policy provides guidance to all stakeholders on the complaints handling process in relation to products, services, conduct, policies and procedures provided by the Association as the Peak Sporting Body for tenpin bowling in the Northern Territory.

The objectives of this Policy are:

- to enhance customer satisfaction
- promote a customer-focused environment that is open to feedback (particularly complaints)
- resolve any complaints received
- enhance NTTBA's ability to improve its services;
- recognise and address the needs and expectations of complainants
- provide complainants with an open, effective and user-friendly complaints process
- analyse and evaluate complaints in order to improve NTTBA's service quality
- foster top management commitment to complaints handling through adequate acquisition and deployment of resources (including personnel training)
- provide audits of complaints handling processes in order to assess the effectiveness and efficiency of the complaint handling process; and
- ensure complaints are dealt with fairly and expeditiously and that the data extracted from the complaints received is accurate and useful for reporting and business investment purposes.

## **POLICY**

The NTTBA aims to promote uniform procedures and maintain minimum standards in order to ensure both stakeholders and personnel have confidence that the complaint resolution process will be fair, transparent, consistent and effective.

This Policy:

- is not intended to change any rights or obligations available to stakeholders by applicable laws and regulations;
- is not applicable to disputes that arise outside of the jurisdiction of the NTTBA or for employment-related disputes
- should be read in conjunction with other relevant governmental policies and programs and is subject to legislation regulating the manner in which information is collected, stored, disclosed and destroyed.

## **COMPLAINTS PROCEDURES**

### **1. How can Complaints be made?**

(a) All complainants are afforded the opportunity to raise a complaint with the NTTBA directly. Generally, prior to dealing with any complaints, the NTTBA requires the complaint to be lodged in writing. The preferred means for doing this is to complete the Stakeholder Complaint Form and arrange to have it emailed, posted or delivered to the Executive Officer of the NTTBA.

(b) The NTTBA strives to ensure that no complainants are disadvantaged. If a complainant requires assistance in completing the Stakeholder Complaint Form (e.g. due to language difficulties or vision impairment) they should advise the Executive Officer of the NTTBA who will endeavour to provide assistance.

### **2. Where can Complaints be made?**

Customers wishing to make a complaint can access this Policy and the NTTBA Stakeholder Complaint Form from the NTTBA website or by contacting the Executive Officer.

- The NTTBA website: [www.tenpinnt.org.au](http://www.tenpinnt.org.au)
- Contact details of the Executive Officer is available on the website
- Or post to  
The Executive Officer NTTBA PO BOX 40932 CASUARINA NT 0810

### **3. How will a customer know that NTTBA has received the complaint?**

- (a) The Executive Officer will acknowledge receipt of each complaint to the complainant within 3 working days of receipt of the complaint.
- (b) The receiver of the complaint (the Complaints Officer) will record details of the complaint and organise a meeting of the Executive Committee to deal with the complaint within 7 working days. The Executive Committee may meet via phone, Skype or face to face.
- (c) Stakeholders will be treated at all times with courtesy and will be kept informed of the progress of their complaint throughout the complaint resolution process.
- (d) Customers may request an update of the status of their complaint at any time during the complaint resolution process.

### **4. How are Complaints handled?**

- (a) The completed Customer Complaint Form and accompanying documentation will be sent to the Complaints Officer.
- (b) Complaints will be assessed and addressed promptly in accordance with their urgency, severity, safety implication, complexity, impact and the need and possibility of immediate action. All serious complaints will be immediately directed to the NTTBA Executive Committee for action.
- (c) Each complaint will be investigated with reference to the relevant circumstances and information surrounding the complaint. The level of investigation will be commensurate with the seriousness, frequency of occurrence and severity of the Complaint.
- (d) The Complaints Officer will contact the complainant to:
  - (i) Confirm the nature and the facts of the complaint
  - (ii) Establish the complainant's desired outcome for resolution of the complaint
  - (iii) Inform them of the complaints resolution process and how the matter could be resolved by the NTTBA;
  - (iv) Inform them of the action likely to be taken to investigate and resolve the complaint, and the likely timeframe for completion;
- (e) The Complaints Officer will advise the complainant on the progress of the review within 72 hours of the NTTBA Executive Committee meeting to review the complaint.
- (f) Once the Executive Committee have finalised their review of the complaint, the Complaints Officer will be able to inform the complainant whether
  - (i) The complaint is resolved; or
  - (ii) The complaint is unresolved and further action is required.
- (g) If after further action has been taken, the complaint remains unresolved, the complainant is to be informed of alternate forms of internal and/or external recourse available to them. This may include:
  - (i) Establishing an independent investigator or committee to review the complaint
  - (ii) Refer the complainant to an external counsellor or mediation service
  - (iii) Refer the complaint to NSO (TBA), for investigation.
  - (iv) Recommend the complainant seek independent legal advice.
- (h) The NTTBA Executive Committee is committed to resolving complaints and will use all reasonable endeavours to assist the complainant to resolve their complaint.
- (i) Appropriate records of the complaint, investigation and outcome will be retained in NTTBA records, giving due consideration of privacy legislation.

## **5. How are Complaints monitored?**

Records of all complaints are kept in hard copy and stored digitally and reviewed on an annual basis as part of the NTTBA Strategic and Governance review process.

## **COMPLIMENTS (POSITIVE FEEDBACK) PROCEDURES**

The NTTBA welcomes compliments and positive feedback by stakeholders. Compliments may be communicated to the NTTBA in a similar fashion as complaints that are in writing to the NTTBA Executive Officer, alternatively verbal compliments and feedback to any member of the NTTBA Committee will be welcomed.

## **OTHER INFORMATION**

Other factors to note about this Policy:

### **1. Accessibility**

It is intended that this policy and complaint resolution process be readily accessible and transparent to all NTTBA members, thus the Policy and associated forms will be made available on the NTTBA website or on request by contacting any member of the NTTBA Board.

### **2. Objectivity**

The NTTBA will address each complaint in an equitable, objective and unbiased manner through the complaints handling process. In the event the Executive Officer or a member of the Executive Committee are identified as a respondent to the complaint, that individual(s) will not be involved in the complaint resolution or review process. If required an alternate Complaints Officer can/will be appointed. Similarly, if it is deemed appropriate, an independent committee can be formed to deal with the complaint.

### **3. Natural Justice and Administrative Fairness**

At all times during the complaint handling process the principles of natural justice and administrative fairness will apply. Such principles include, but are not limited to the presumption of innocence, the right of reply, the right to know the accuser and the right of appeal. All parties to a complaint will be treated equally with dignity and respect.

### **4. Review Cost/Charges**

Access to the NTTBA complaints handling process is free of charge. Complainants and respondents should be mindful that any action outside of the NTTBA Complaints Handling process may incur a cost which the complainant or respondent will be responsible for bearing.

### **5. Confidentiality**

Personally identifiable information about an individual will be available where required to review a complaint, however personal information will be managed in accordance with the information privacy principles, privacy legislation and the policies of Tenpin Bowling Australia.

### **6. Stakeholder focused approach**

The NTTBA is a membership and stakeholder focused organisation. Feedback, including complaints and compliments is welcomed to assist to identify areas where the NTTBA needs to improve or change and also the things which the NTTBA does well. The NTTBA is committed to the resolution of complaints promptly, fairly and confidentially.

## FEEDBACK

Feedback is gathered for the NTTBA Inc. at various times and through the provision of specific feedback forms from stakeholders including:

- Elite players
- State Team Members
- Coaches and Officials
- General bowling population
- Those attending coaching and officiating courses
- Organisations and Associations such as the Darwin & Alice Springs Tenpin Bowling Association Committees
- Bowling centre proprietors
- Attendees at conferences, events and tournaments.

This feedback will be provided to the NTTBA Executive Committee at the time of the annual strategic review. Feedback is also received from stakeholders in an open forum at the strategic planning workshop prior to changing any policies or programs of the Association. While a structured process is in place, general feedback is welcomed at any time and can be provided to the Executive Officer NTTBA via:

## APPENDIX

*Appendix 1 – Stakeholder Complaint form*

*Appendix 2 – Feedback form*

*Appendix 3 – National Events Feedback form*