



Southern United Hockey Club

Feedback and Complaints Policy

This policy and procedure sets out how any person can provide feedback and make complaints about any aspect of Southern United Hockey Club's (SUHC's) operations and the process of addressing or responding to feedback and complaints.

This policy and procedure applies to the Committee, other employees, contractors and volunteers and all club members, and the general public.

DEFINITIONS

Compliment – an expression of praise, encouragement or gratitude about an individual club member, a team or a service.

Complaint – an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

For the purpose of this policy and procedure, a complaint is defined as an issue of a minor nature that can be resolved promptly or within 24 hours, and does not require a detailed investigation. Complaints include an expression of displeasure, such as poor service, and any verbal or written complaint directly related to the service (including general and notifiable complaints).

General complaint – addresses any aspect of the service. The complaint must be dealt with as soon as is practicable to avoid escalation of the issue.

Grievance – a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature e.g. the service is in breach of a policy or the organisation did not meet the care expectations of a family.

POLICY

Compliments, complaints and other feedback provide:

- valuable information about member and general public satisfaction; and
- an opportunity to improve upon all aspects of its service.



SUHC records and handles feedback effectively in order to:

- identify areas for improvement;
- coordinate a consistent approach to complaint resolution;
- reduce the potential for future complaints; and
- allow for reporting and efficient allocation of resources.

SUHC's feedback, compliment and complaint handling system addresses the principles of:

- visibility and accessibility;
- responsiveness;
- assessment and investigation;
- feedback;
- continuous improvement; and
- service excellence.

SUHC seeks to build a responsive, efficient, effective and fair complaint management system. Resolving complaints at the earliest opportunity in a way that respects and values the person's feedback can:

- aid in recovering the person's confidence about SUHC's services or offerings;
- help prevent further escalation of the complaint.

SUHC's approach to feedback, compliments and complaints management ensures:

- people understand their rights and responsibilities;
- information on the feedback, compliment and complaint management process is easily accessible;
- increased satisfaction of members or others in the management of their compliments and complaints;
- the recording of data to identify existing or emerging trends or systemic issues;
- members demonstrate an awareness of SUHC's feedback, compliments and complaints management processes;
- committee members develop the range of skills and capabilities required to manage compliments, complaints and feedback; and
- an organisational culture that is focused on effective, person-centred complaints resolution and utilising feedback for continuous improvement.



PROCEDURE

SUHC will promote best practice, continuous improvement and an open, supportive, respectful culture that encourages and supports members and other stakeholders to make complaints and report concerns without fear of retribution.

SUHC's Feedback and Complaints form (both Adult and Children/ Young Adults versions) available on the Club's website provide members, their families, stakeholders and the general public with information about this policy and procedure, in an easy to understand format. This will include information on how feedback and complaints will be addressed and who to contact to provide feedback and complaints to external agencies, including external advocacy and support agencies. Information will be clearly displayed in SUHC clubrooms, on our website and provided by committee members when requested.

Information about providing feedback and making complaints will be provided in a variety of formats where appropriate including information on the Club website and physical feedback forms available at the Club.

All personal information SUHC collects to manage feedback or complaints will be handled in accordance with privacy legislation and the Privacy Policy. Feedback and complaints will be dealt with in a confidential manner and will only be discussed with the people directly involved. All information regarding feedback and complaints will be kept securely in accordance with the Club's Privacy Policy.

Complaints and feedback can be lodged by a third party on behalf of another person, if their consent has been provided.

Where required, an advocate or someone sensitive to the client's cultural needs will be appointed to assist in providing feedback or making a complaint.

The SUHC Committee will track and analyse feedback and complaint data to identify any ongoing issues and opportunities for service improvement.

All records of complaints are held by the Club Secretary who will liaise with appropriate committee members depending on the nature of the complaint.



COMPLAINTS/ FEEDBACK PROCEDURE

Upon receipt of a complaint, SUHC will follow the Hockey Australian Complaints Process and Procedure.

Southern United Hockey Club welcomes feedback and complaints. We want to hear what you have to say and giving feedback or making a complaint is easy.

Kids and Young Adults:

Tell us how you feel about our services and let us know how we can improve. We are always keen to hear new ideas. If something is bothering you, please let us know so we can do something about it. There are many ways you can do this including:

- Send us an email to: secretary@suhc.com.au
- Draw a picture and give this to a trusted adult (your parents, or someone at the club)
- Give us a call on 0436 416 029
- Organise a time to chat
- Complete a complaints and feedback form available at the club or via the Junior Section president and drop into the box available.
- Speak with the Club's Safe Hockey Officer, Ben Grant. Ben is there to hear any concerns or issues you have and to help you. Ben is contactable by email: junior.section@suhc.com.au.

You can bring a friend or trusted adult with you when you are providing feedback or making a complaint so that you feel safe and supported.

Adults (Club Members, Parents, Spectators, Members of the Public)

We welcome feedback and will listen and respond to any complaints in a timely, respectful and professional fashion.

How to make a complaint:

- In person



- Send an email to our club secretary who will forward this to the appropriate person for review: secretary@suhc.com.au
- Give us a call on 0436 416 029
- Complete a complaints and feedback form available online, at the club or from our club secretary and drop into the box available or email.
- If your concern is relating to a child or children, please contact the Club's Safe Hockey Officer (Ben Grant), via the Club Secretary, who will hear and manage your concerns: junior.section@suhc.com.au.
- By post: PO Box 2294, Brighton, VIC. 3186.

What do I have to put in my feedback or complaint?

It is useful for us to have as much information as possible so we can understand what you want to say. You can include:

- Who your feedback or complaint is about
- What happened (If you can, try and include the date, time, and who was involved)
- How it made you, or others, feel
- If anyone else was around
- Any documents/ evidence
- What would you like to see happen

You can choose to make an anonymous complaint or provide feedback anonymously but we will not be able to help you further with your issue.

How long does it take to get an answer?

We will get in touch with you as soon as possible to let you know your feedback or complaint has been received, and it usually takes 10-14 days for us to get back to you to let you know what is going to happen. In the case of a more serious issue, we will respond more quickly. Depending on the information you provide, it can take up to 30 days for a decision to be made, and in some cases, it can take a bit longer (up to 45 days).

What do we do with your feedback or complaint?

What you have to say is very important to us, so SUHC will treat your feedback or complaint with priority. In most cases, we chat to the people that your feedback or complaint is about, and offer them a chance to provide an explanation of what happened. Our aim is to resolve the problem, in the best way possible, for everyone involved.



We may ask if you would like a meeting with the person to find a solution, or we might organise some additional training. Either way, we will let you know what is happening while we review your feedback or complaint.

What if you are not happy with the outcome?

If you are not happy with the outcome you can ask for it to be reviewed.

If, after it has been reviewed, you are still not happy with the outcome, you can ask for it to be reviewed a second time or you can take your complaint to the following organisations who may be able to assist:

Hockey Victoria Complaints: <https://www.hockeyvictoria.org.au/contact/>

Hockey Australia Complaints:

<https://cdn.revolutionise.com.au/cups/hockeyaus/files/4lskkcbpmuems4uu.pdf>

[E-safety Commissioner](#)

[Sport Integrity Australia](#)

| Version | Developed/ Reviewed by | Date of Completion Review | Notes |
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