

## **Golden Edge Nelson Rowing Club**

### **COMPLAINTS POLICY**

The Nelson Rowing Club (“the Club”) recognises that it is important that complaints by Club members, volunteers, employees, service providers, and families of participants are responded to in a timely and appropriate manner to facilitate a satisfactory resolution.

The purpose of this policy and its associated procedures is to establish fair and transparent processes for responding to and resolving complaints.

People are firstly encouraged to raise concerns directly with the person who has behaved in a way causing concern unless there are safety reasons, or the issue is too serious to try to resolve it this way. If informal resolution is not successful or appropriate, the concern should be raised with the Committee as a formal complaint.

#### **Guidelines**

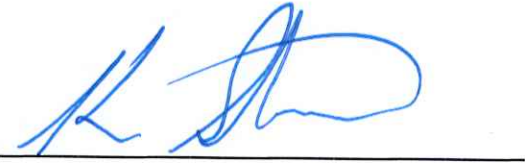
1. Formal complaints will normally be made in writing and addressed to the Club President.
2. Formal complaints may be made verbally but they must be put in writing as soon as practicable.
3. All formal complaints will be referred to the Committee who will decide how the complaint will be dealt with.
4. All formal complaints will be acknowledged in writing and the complainant notified of the process that will be followed to deal with the complaint.
5. All enquiries carried out will follow the principles of natural justice. Legal requirements and the procedures of any related employment contracts will be adhered to.
6. Formal complaints will generally be treated in confidence. However, in the interest of natural justice, any person included in a complaint must have the opportunity to hear all details about the complaint and reply to it.
7. All investigations will follow the Complaints Procedures. At the conclusion of the investigative process findings and recommendations will be made to the complainant and, where appropriate, to the subject of the complaint.

NRC Complaints Policy

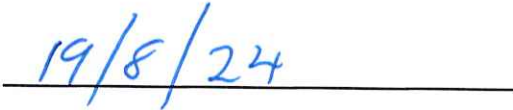
- 8. Documentation regarding serious complaints will be stored in a secure complaints file in accordance with the Privacy Act 1993.

NRC Complaints Policy

Agreed:



Signature (Chair)



Date

**Review Schedule:** Annual  
**Review Date:** July 2025  
**Supporting Documents:** NRC Constitution  
NRC Complaints Procedure