



## Complaints & Complaints Handling Policy and Procedure

### Background

Life is not perfect, and neither are we. Empower Golf Australia (EGA) is committed to providing a safe and respectful environment, and welcomes your feedback, including complaints. If you are dissatisfied with any aspect of our service or actions, or those of our volunteers or participating golf clubs, we **want** you to tell us. This feedback is a valuable part of Empower Golf's continuous improvement process.

EGA is committed to playing an active role in improving the services we provide and recognise that your feedback is one of the most important ways of learning what we need to do to improve. We strive to do this as follows:



While we aim to improve the services that we provide to you every day, we understand that you may wish to lodge a formal complaint through our Formal Complaints Procedure.

### **Our Assurance**

Any complaints will be dealt with fairly and quickly and we will do our best to ensure that an agreeable solution is reached.

Players and stakeholders can be assured they will be treated with privacy and dignity and all records will be kept confidential in accordance with the law.

### **Formal complaint procedure**

We acknowledge that it can be difficult to speak up. Note that you can communicate your concerns through another person (family, friend, carer or advocate) on your behalf.

The following steps outline the methods by which you can make a complaint to EGA:

**Directly** – You may speak to or write to the person in question, if you believe the matter may be resolved with them directly. Where possible, they will resolve the issue at first instance.

**State Representative:** You can also contact your EGA State Representative if applicable in your State. A list of State Representatives is available at [www.empowergolf.com.au](http://www.empowergolf.com.au).

**Empower Golf Australia CEO:** If your concerns are not addressed by your EGA Representative within 21 days, your State does not have an EGA Representative, or the matter involves the State Representative and you do not wish to address with them directly, contact our James Gribble at [james.gribble@empowergolf.com.au](mailto:james.gribble@empowergolf.com.au) or on 0466-825 044.

**National Disability Insurance Scheme:** If you are covered by NDIS, and think that EGA is unable to assist you with your complaint, you can also contact the National Disability Insurance Agency on 1800 800 110 or the **NDIS Quality and Safeguards Commission** on 1800 035 544.

**Disability advocates** may be sourced on the Department of Social Services website via their “Disability Advocacy Finder”; or on the Disability Advocacy Network Australia website.

This link (<http://www.dana.org.au/home/advocacy-groups/>) provides a list of disability advocacy groups, if required.

## What happens when you make a complaint?

We:

- take immediate action where there appears to be a high risk of harm, neglect or abuse to you, your family, your carer, or anyone associated with EGA
- aim to acknowledge complaint within 5 business days from receipt
- speak to you about your complaint within 10 business days of acknowledgement, and aim to provide you with timeframes and expectations of next steps where possible
- aim to resolve your complaint within 21 business days of receipt

When we contact you to talk about your complaint we may ask you to provide more information to help us understand the nature of your complaint.

We will contact the person or organisation you are complaining about, provide them with details and ask for their comments and relevant information. We will let you know what they say in response to your complaint.

Complaints can be resolved in many different ways, and we will ensure we communicate the resolution with you in a timely manner. Where possible we will endeavour to discuss the outcome verbally, followed by written communication to ensure the completed record of the complaint.

If you are dissatisfied with the outcome of your complaint you can ask for your complaint and how it was handled to be reviewed. We would also encourage you to provide us with feedback on our complaints handling process once resolved, to support our continued improvement.

## Feedback - it's not all bad

We also welcome positive feedback. We love to see happy faces when we're with you, but we can't see how golf affects you internally or in other aspects of your life. We'd be so grateful to better understand how we are making a difference.

Please provide feedback to [james.gribble@empowergolf.com.au](mailto:james.gribble@empowergolf.com.au)