



Volunteer Position Description

Position	Position Description Completed
Complaints Manager	August 2022
PURPOSE STATEMENT	
The Complaints Manager is responsible for managing any complaint submitted to their club or branch in line with the SLSA Complaints Resolution Policy.	

ROLE AND RESPONSIBILITIES
<p>All Complaints Managers manage complaints through SLSA’s online complaints portal, following the procedures and timeframes outlined in the Complaints Resolution Policy. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Dealing with all complaints in a fair, timely and transparent manner. • Escalating complaints as appropriate to ensure that appropriate persons are involved. • Considering the reasonable wishes of all parties involved. • Providing communication on a regular basis as to the progress of the complaint. • Clearly explaining the next steps and options to all parties involved in a complaint. • Maintaining appropriate confidentiality regarding complaints. • Reporting any serious issues involving children and young people or allegations of a serious criminal offence to relevant authorities. • Maintaining appropriate records of complaints in a safe and confidential manner. <p>Complaints Managers may be asked to act as a Complaints Manager for another club or branch. This could be due to conflict of interest or availability of appropriately skilled members.</p>

ROLE REQUIREMENTS	KEY CHALLENGES
<ul style="list-style-type: none"> • Be a current, financial member. • Current Working with Children Check. • Complaints Handling training provided by Play by the Rules. • Participation in the SLSNSW Complaints Resolution Policy workshop (refer to calendar here). 	<ul style="list-style-type: none"> • Maintaining impartiality and following complaints resolution process correctly. • Identifying and disclosing any conflicts of interest. • Potential exposure to high-conflict situations and/or behaviour. • Adhering to timeframes required by policy, particularly when dealing with complex issues.

SKILLS, KNOWLEDGE AND QUALIFICATIONS REQUIRED
<ul style="list-style-type: none"> • Prior knowledge of the Member Protection Policy (including the Code of Conduct) and the Complaint Resolution Policy is desirable (training will be provided). • Possess good interpersonal and communication skills • Good organisational skills and digital platform capabilities • Ability to understand policy documents and follow process • Ability to respond appropriately to members through the process of complaints resolution • Self-awareness in relation to their level of competence and any limitations

KEY STAKEHOLDER RELATIONSHIPS
<ul style="list-style-type: none"> • Club/branch members • Club/Branch President and Executive Committee