

INTERNAL GRIEVANCE PROCEDURE

Overview:

The Warwick Turf Club (WTC) views complaints seriously. Feedback and complaints are an opportunity for us to improve the way we provide and deliver our services.

Your feedback can be given at any time by emailing the Chief Operating Officer at

secretary@warwickturfclub.com.au

Whereas a complaint, a formal expression of dissatisfaction with the actions or services of the WTC and the associated conduct of officers of the Club, is to be provided in writing to the Chief Operating Officer of the Club. Dissatisfaction with a decision by the WTC pursuant to the *Right to Information Act 2009* (RTI Act) and *Information Privacy Act 2009* (IP Act), where specific appeal rights are available is not a ground for complaint.

The following information provides options on what you can do if you are unhappy with how we undertake our work or deliver our services.

Complaint Resolution Options:

The quickest way for your complaint to be resolved is to raise your issue with the person in the Club you are dealing with. If you are unhappy with the response from that person, email secretary@warwickturfclub.com.au with your written complaint.

Verbal complaints may also be received by staff in the course of their work. All staff are expected to resolve, reassign or report these complaints as appropriate, including ensuring that they are properly recorded for future analysis.

Making a Formal Complaint:

You are encouraged to resolve your complaint informally but, if you remain dissatisfied after speaking with the person you are dealing with, you may wish to make a formal complaint.

Formal complaints must be in writing, marked 'Private and Confidential' and addressed to:

Warwick Turf Club Management Committee

PO Box 281

Warwick QLD 4370

Or emailed to: secretary@warwickturfclub.com.au

Be sure to include in your complaint all the issues you are concerned about and the details to support your complaint.

Assessment/Investigation of Complaint/s:

The Management Committee will conduct an assessment of the content of the complaint and will undertake to resolve the matter and provide a written response and outcome within 28 days.

In assessing a complaint or enquiry, the WTC may determine that the content of the complaint requires an investigation. If this occurs, the Management Committee will nominate a suitable person to conduct an independent assessment of the content of the complaint or enquiry and who will undertake to resolve the matter and provide a written response and outcome within 28 days.

If your complaint involves the *Human Rights Act 2019* we will have 45 business days to try and resolve it. If we are not able to do so during that time, or after that time you believe our response has been inadequate, you will have the right to take your complaint to the Queensland Human Rights Commission.

If your complaint raises issues that must be reported to another body, for example the Queensland Police Service, Queensland Racing Integrity Commission or the Crime and Corruption Commission (CCC), we will notify you of the referral.

Rights of review:

An application for review must be made to the WTC in writing within 7 days of the WTC notifying the complainant.

The review will not be undertaken by the same person who determined that the complaint was an ineligible complaint and must be undertaken by a WTC Management Committee person of the same or a higher level of seniority to that of the original decision maker.

WTC will provide the complainant with a written notice of the review decision and the review decision will be final.

Victimisation:

WTC will use its best endeavours to ensure that any complainant is not subject to any threat, detriment or unfair treatment because the Complainant has made an eligible complaint or for supporting another complainant making an eligible complaint.

Application of the Procedure:

WTC may review, amend or discontinue this Procedure from time to time. WTC will notify you of any changes by posting an updated version of the Procedure or a notice on the WTC website (<http://www.warwickturfclub.org.au>).