



## Policy - Complaints

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GRSL club policy is that all complaints be dealt with in a prompt, regulatory compliant and empathetic manner; ensuring the best outcome for the club and customer wherever possible. This complaint handling system aims to:

- improve the satisfaction of members, visitors and staff;
- recognise and protect an individual's right to complain;
- be accessible, fair and efficient; and
- enable the Club to channel feedback into improvements in its services to members.

GRSL Club Board and Management are committed to resolving complaints in a fair and effective manner. Appropriate necessary resources are allocated to receiving, investigating and responding to complaints. The complaints process is visible and accessible to all. Individuals who require help putting their complaint in writing will be provided with that assistance by the Club.

Complaints will be dealt with quickly and at no cost to the complainant. Complainants will be treated with courtesy and respect.

If a complaint, or series of complaints, identifies a systematic problem(s); GRSL Club commits to making the necessary changes to policies and/or procedures to prevent the problem from recurring.

### **Complaint Handling Process**

- If the complaint cannot be dealt with by the service personnel, at the time of the complaint being made, to the satisfaction of both parties, the matter is to be referred to the Duty Manager.
- Complaints are received and recorded by the Duty Manager.
- Formal complaints must be submitted in writing, contain the particulars of the allegations upon which it is founded and the name and contact information of the complainant.
- The complaint is forwarded to the appropriate manager and is dealt with as soon as possible. This may include any or all of the following:
  - Further investigation of the incident
  - Requesting further information from the complainant
  - Resolution of the complaint and response to the complainant
- If the complaint is related to a staff member, appropriate action will be taken including counselling, remedial training and/or instruction.
- GRSL will always respond to the complainant to explain the findings of any investigation, the decision and the resulting action.
- GRSL does not disclose the particulars of any internal action regarding employees to individuals including specific complainants.

### **Record of Complaints**

A record of all complaints is kept including:

- The date and time the complaint was made
- Name and address of the complainant
- Contact details including telephone and email, if the complainant is willing to provide them

- The Substance of the complaint
- The substance and date of the Club's response

### **Escalation**

If the complainant is not satisfied with the outcome or result of the Club's response to their complaint, they should escalate the complaint to the Board of Directors.

The complaint should be addressed, in writing, to:

The Board of Directors  
Gosford RSL Club Ltd  
26 Central Coast Highway  
West Gosford NSW 2250

The Board of Directors will consider the substance of the complaint and the Club's initial response at the next Board Meeting. The Board of Directors may request further information from Club Management and/or the complainant.

The Board of Directors will then make a decision and respond to the complainant to explain the decision and the resulting action.

### **Further Escalation**

If the complainant is not satisfied with the outcome or result of the Board's response to their complaint, they should escalate the complaint to the Clubs NSW Code Authority, to make a complaint under the ClubsNSW Code of Practice.

Code Officer  
codeadministrator@clubsnsw.com.au  
(02) 9268 3000

### **Government Oversight**

The government department responsible for oversight of Gosford RSL Club and the Registered Club Industry is:

Liquor and Gaming NSW  
<https://www.liquorandgaming.nsw.gov.au/>

Complainants are entitled to contact Liquor and Gaming NSW if they feel that their complaint has not been handled effectively via the process outlined in this policy.

Any member of staff or general public may contact Liquor and Gaming NSW to report any identified breach of Liquor or Gaming legislation or regulation.