COMPLAINTS OFFICER
POSITION DESCRIPTION

Position Title:	**Complaints Officer**		
Reports to:	President	**Direct Reports:**	N/A
Employment Status:	Volunteer		
Time Commitment	Dependent on matters that arise		
Manningham Netball	Manningham Netball is a not for profit, member based association which is governed by a volunteer General Committee and is affiliated with Netball Victoria. **Our Purpose** – To provide an inclusive and rewarding netball community where people of all ages and aspirations can participate and thrive through meaningful experiences, both on and off the court. **Our Values** BELONG – everyone has a place in our community ENJOY – fun + friendship + smiles RESPECT – we treat everyone with fairness, kindness and equality GROW – collaborate, innovate, develop and strive to be your best SUSTAIN – we act with integrity to build for future generations		
Commitment to Child Safety	We require all applicants to undergo background checks and screening prior to or during any appointment. Netball's Commitment Statement to Safeguarding Children and Young People and other important information can be found at https://vic.netball.com.au/child-safety-netball At Manningham Netball, we embrace diversity in gender, age, ethnicity, disability, religion and sexual orientation. We are committed to providing a safe environment for children across Netball. **Manningham Netball's Commitment to Safeguarding Children & Young People** Every person in the netball community has a responsibility to understand their role in ensuring the safety and wellbeing of all children and young people in our care. MNA is committed to promoting and protecting the rights of children and preventing abuse from occurring by fostering a culture where children feel safe and empowered. We also seek to ensure the cultural safety of First Nations children, children from culturally and/or linguistically diverse backgrounds and children with a disability.		

Primary Purpose of Position
• Ensure prompt resolution of both written and oral complaints in accordance with the appropriate policy or regulation

Key Responsibilities
• Ensure that information about how and where to complain is kept up to date and made available and that the information is in line with the Complaints Handling Policy of the Association • Acknowledge complaints in a timely manner, address complaints promptly and keep the complainant informed throughout the process • Afford the principles of natural justice to both parties when investigating a complaint • Clarify the key issues if the complaint with the complainant • Declare any actual or potential conflicts of interest • Act without bias, reach conclusions and form views on the facts of the case, taking into account matters that are relevant and not those irrelevant • Consult with people within the Association who have experience relevant to the issue • Give reasons for any decisions made, any changes that have resulted from the complainant and details of any remedy

- Keeping all information relating to the issue/parties involved confidential
- Maintain accurate and comprehensive records of all OFFICIAL COMPLAINTS, including the processes followed and their outcomes.
- Maintain accurate records of all OMPLAINT LOG FORMS submitted, either at the competition window or via email, and take appropriate action where necessary

Knowledge, Skills & Abilities

- Good interpersonal and communication skills
- Able to understand and disseminate the information to the members about association policies
- Able to keep and maintain accurate records
- Able to work in a logical and orderly manner
- Has a good working knowledge of all Netball Victoria's Policies and Regulations and the associations constitution and bylaws
- Demonstrate initiative and ability to work in an autonomous manner
- Excellent critical-thinking and decision-making skills
- Demonstrates the ability to respect privacy and maintain confidentiality
- Ethical, honest and trustworthy
- The ability to investigate and decide if a complaint can be substantiated
- Sympathetic and empathetic
- Dedicated association person

Other Requirements

- Working with Children Check