



## Complaint Handling Policy

Policy number	OP-001	Version	1.0
Approved by SIA Directors	25/06/2021	Scheduled review date	2023

### Introduction

The purpose of Schools in Action (SIA) is to run school sporting events in Australia so that all students can experience the excitement and pride of representing their school in sport.

SIA seeks to maintain and enhance our reputation of providing customers with high quality products and services. SIA value complaints as they assist us to improve our products, services and customer service.

SIA is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving their complaint as quickly as possible.

### Purpose

This policy has been designed to provide guidance to both SIA customers and staff:

- on the manner in which customers may lodge a complaint; and
- how SIA receives and manages complaints.

### Policy Statement

SIA is committed to being consistent, fair and impartial when handling complaints.

SIA will consider and investigate a complaint lodged by customers on its merits; impartially with a balanced view of all information or evidence; take reasonable steps to actively protect personal information; and respond in a reasonable timeframe taking into account individual circumstances and needs.

### Definition

In this policy a complaint means an expression of dissatisfaction by a customer relating to a product or service provided by SIA.



## Procedures

### How a complaint may be made

If a customer is dissatisfied with a service or product provided by SIA, the customer should in the first instance consider speaking directly with the staff member/s they have been dealing with. If the customer is uncomfortable with this or consider the relevant staff member is unable to address the customer's concerns the customer can lodge a complaint with SIA in one of the following ways:

- by completing a feedback form on the SIA website [www.schoolsinaction.com.au](http://www.schoolsinaction.com.au);
- by emailing SIA at [info@schoolsinaction.com.au](mailto:info@schoolsinaction.com.au).

If SIA receives a customer complaint verbally and SIA considers it appropriate, the customer may be asked to put their complaint in writing.

### The information a customer will need to advise

When SIA is investigating a complaint the company will be relying on information provided by the customer and information the company may already be holding. SIA may need to contact the customer to clarify details or request additional information where necessary. To help SIA investigate a complaint quickly and efficiently SIA will ask the customer for the following information:

- the customer's name and contact details;
- the name of the person the customer has been dealing with about the service or product;
- the nature of the complaint;
- details of any steps the customer have already taken to resolve the complaint;
- details of conversations the customer may have had with SIA that may be relevant to the customer's complaint,
- copies of any documentation which supports the customer's complaint.

### Help when making a complaint

The person receiving or managing the customer's complaint should provide the customer with any assistance the customer may need to make the complaint. However, if the customer considers they need further assistance please contact the Privacy Officer via email at [privacy@schoolsinaction.com.au](mailto:privacy@schoolsinaction.com.au).

### Recording complaints

When receiving a complaint, SIA will record the customer's name and contact details. SIA will also record all details of the customer's complaint including the facts and the cause/s of the customer's complaint plus the outcome and any actions taken following the investigation of the customer's complaint. SIA will also record all dates and times relating to actions taken to resolve the complaint and communications between SIA and the customer. If the complaint



is via phone, SIA will inform the customer that the call will be recorded for potentially reviewing when considering the complaint.

As part of SIA's on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If the customer lodges a complaint SIA will record the customer's personal information solely for the purposes of addressing the customer's complaint. The customer's personal details will actively be protected from disclosure, unless the customer expressly consent to its disclosure.

Where a third party supplier was involved in the service or product provided to the customer, SIA may be required to speak with the supplier to fully investigate the customer's complaint.

### Feedback to customers

SIA is committed to resolving the customer's issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaint's process will be followed.

SIA will acknowledge receipt of the customer's complaint within one (1) business day. Once the customer's complaint has been received, SIA will undertake an initial review of the customer's complaint.

There may be circumstances during the initial review or investigation of the customer's complaint where SIA may need to clarify certain aspects of the complaint or request additional documentation from the customer. In such circumstances SIA will explain the purpose of seeking clarification or additional documentation and provide the customer with feedback on the status of the customer's complaint at that time.

SIA is committed to resolving the customer's complaint within ten (10) business days of the customer lodging the complaint. However, this may not always be possible on every occasion. Where SIA has been unable to resolve the customer's complaint within ten (10) business days, SIA will inform the customer of the reason for the delay and specify a date when SIA will be in a position to finalise the customer's complaint.

During the initial review or investigation stage SIA may need to seek further clarification or documentation from the customer to assist in resolving the customer's complaint.

If SIA has sought clarification or additional documentation from the customer and SIA is waiting on the customer to provide this information, SIA may not be able to meet the ten (10) business day finalisation commitment. In such circumstances upon receipt of the customer's clarification or additional documentation SIA will indicate to the customer when to expect the finalisation of the customer's complaint.

Once SIA has finalised the customer's complaint, SIA will advise the customer of the company's findings and any action SIA has taken. SIA will do this in writing, unless it has been mutually agreed that SIA can provide it to the customer verbally.

The customer has the right to make enquiries about the current status of the customer's complaint at any time by contacting SIA.

### SIA's Six Point Complaint Process

#### **1. SIA acknowledges:**

Within one business day of receiving the customer's complaint SIA will acknowledge receipt of the complaint via email.

#### **2. SIA review:**

SIA will undertake an initial review of the customer's complaint and determine what if any additional information or documentation may be required to complete an investigation. SIA may need to contact the customer to clarify details or request additional information where necessary.

#### **3. SIA investigate:**

Within ten (10) business days of receiving the customer's complaint SIA will investigate the complaint objectively and impartially, by considering the information the customer has provided SIA, SIA's actions in relation to the customer's dealings with the company and any other information which may be available, that could assist SIA in investigating the customer's complaint.

#### **4. SIA respond:**

Following investigation by SIA the company will notify the customer of the findings and any actions SIA may have taken in regard to the customer's complaint.

#### **5. SIA take action:**

Where appropriate SIA will amend business practices or policies.

#### **6. SIA record:**

SIA will record the customer's complaint for continuous improvement process and monitoring through regular review. The customer's personal information will be recorded in accordance with relevant privacy legislation.

If the customer complains about a member of SIA's staff, SIA will treat the customer's complaint confidentially, impartially and equally (giving equal treatment to all people). SIA will investigate the customer's complaint thoroughly by determining the relevant facts, speaking with the relevant people and verifying explanations where possible.

SIA will also treat the staff member objectively by:

- informing the staff member of any complaint about their performance;
- providing the staff member with an opportunity to explain the circumstances;
- providing the staff member with appropriate support;
- updating the staff member on the complaint investigation and the result.



### Complaints under investigation by a regulator or law enforcement agency

If the customer's complaint is currently being investigated by a relevant Federal, State or Territory consumer protection regulator or law enforcement agency SIA may cease to take further action in relation to the customer's complaint pending finalisation of their investigation.

SIA will assist any regulatory or law enforcement agency with their investigations.

### SIA'S complaint escalation process

Where possible, SIA will attempt to resolve the customer's complaint at the first point of contact. If SIA is unable to resolve the customer's complaint at the first point of contact, SIA will undertake an investigation of the customer's complaint and provide the customer with SIA's findings.

If the customer is not satisfied with how their complaint has been handled, or the resolution provided by SIA, the customer can request us to escalate their complaint to outside third party to assist in resolving the complaint.

The approach by the relevant authority should be to attempt to resolve the customer's complaint through consultation, by working with both the customer and SIA, to determine the relevant facts and establish a common ground. The authority should remain open and impartial throughout the consultative process and consider the customer's complaint and SIA's actions, in attempting to resolve the complaint on its merits.

### The customer's rights under consumer law

The customer reserves the right to refer their complaint to their relevant Federal, State or Territory consumer protection agency at any time.

## Authorisation

---

Deneille Sutton - Director

---

Michael Grant - Director