

# Scarboro Surf Life Saving Club

## Job Description – Complaints Manager



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### 1. Position

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Complaints Manager

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### 2. Position Purpose

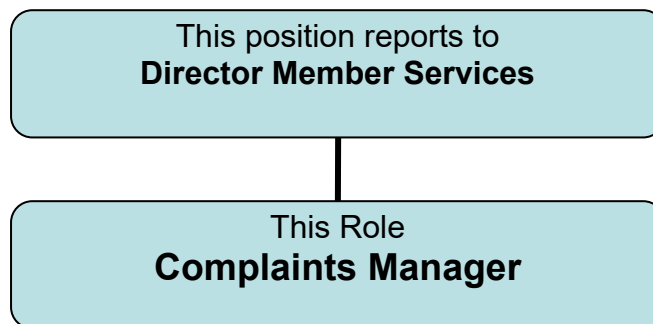
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Responsible to the Director Member Services for managing the process of dealing with complaints from Members under SLSC Policy 6.06 Complaints Resolution Policy.

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### 3. Key Relationships

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### 4. Approved at Board meeting 17/05/2022

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### 5. Mandatory Requirements

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- Be in possession of a current State Government Assessment Notice in the form of a Working with Children Check Card (which details name, date of birth, notice number and expiry date) issued under the ***Working with Children (Criminal Record Checking) Act 2004***.
- Be in possession of a current National Police Clearance.
- Sound knowledge and understanding of Scarborough SLSC Constitution and policies.
- Sound knowledge and understanding of SLSC Policies as related to member protection generally and specifically Policy 6.06 Complaints Resolution Policy.

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### 6. Major Responsibilities

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- Oversee implementation and compliance with SLSA Policy 6.06 “Complaints Resolution Policy” published August 2021.
- Determine whether the complaint is of a nature applicable under SLSA Policy 6.06 to be managed accordingly and if so, at what level, Level 1 (serious criminal offence) or Level 2 (breach of an eligible policy).
- Ensure all complaints are initiated using the SLS Reporting System.
- Initiate mandatory reporting if complaint is Level 1 breach (serious criminal offence)
- Determine process for Level 2 breach (breach of an eligible policy).
- Oversee and manage a formal appeals process.
- Ensure a confidential record of complaints and outcomes is kept for a minimum of 3 years.
- Liaise with Club Member Protection Information Officer and Peer Support Officers as may be required in relation to complaints.
- Provide report on outcome of each managed process to Director Member Services for further action under Club Policies as may be determined by the Director.
- Willingness to attend any personal development as may be determined in consultation with Director member Services.
- Comply with the Club’s constitution, policies and directions of the Board

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### 7. Primary Accountability

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Complaints from Members are managed in accordance with SLSA Policy 6.06 and due process

Accurate records of complaints and the resulting managed process of each are maintained as required

Attends promptly to any complaint referred by or from any Member/s or other Club Officers

Meetings attended and reports submitted as and when required

Confidentiality is maintained in accordance with the levels required

Club Policies and Board directions are complied with

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### **8. Required Competencies**

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- Excellent inter-personal and communication skills.
  - Demonstrated experience in dealing with mediation between individuals.
  - Confident public speaker and negotiator.
  - Sound knowledge of SLSA, SLSWA and Club policies and procedures as related to member protection requirements.
  - Strong understanding of the Club's constitution.
  - Proven ability in maintaining confidentiality in cases of a personal nature.
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