

## **Complaints Resolution Process**

### **Sydney Rowing Club**

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The Sydney Rowing Club understands that there may be times when customer expectations are not met and values the feedback patrons can provide in these situations to ensure improved service in the future.

Patrons are encouraged to contact the Venue Supervisor to discuss any complaint or issue they may be concerned about.

The Venue Supervisor will attend to your complaint or issue and wherever possible provide a satisfactory solution.

If the Venue Supervisor is unable to provide a solution or the particular details of the issue or complaint require it you are invited to contact management about the problem. This can be done in a number of ways:

- The Venue Supervisor can provide you with contact details for the Operations Manager-Human Resources and Customer Services who you may contact during business hours.
- The Venue Supervisor can record your details and the details of the problem and direct it to the Operations Manager-Human Resources and Customer Services who will contact you to discuss the issue.
- You may record your complaint in writing and it will be directed to Management who will then respond to you.

When providing information regarding a complaint or other issue please provide as much detail as possible to ensure management can do everything possible to provide an effective resolution to your problem and ensure the same problems do not arise in the future.

Your personal information will only be used to contact you to assist in providing a resolution for your problem in accordance with the Club's privacy policy.

If the appropriate manager is unable to resolve the matter to your satisfaction you may put your complaint to the Board of Director in writing. The Board will discuss the issue at the next monthly board meeting and will contact you within 30 days.

If despite the best efforts of the Club you feel that your complaint has not been dealt with effectively you can contact the Department of Liquor, Gaming and Racing (OLGR) or seek your own legal advice.

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