

# Volunteer Roles Within SLSQ

## Complaints Manager

- Understands the SLSA Complaint Resolution Policy
- Assesses and Manages Complaints
- Works with the MPIO
- Cannot sit on the Board
- Can be shared between Clubs
- Handles breaches of policies

## Child Safety Coordinator

- Understands the SLSA Child Safe Policy
- Point of contact for Child Safe Communication
- Ensures Child Safe Practices at the Club
- Working with Children (Blue Card) Knowledge

## Member Protection Information Officer

- Assist members when they have complaint
- Understand SLSQ's Complaints Procedure
- Knowledge on SLS rules, regulations, policies and procedures
- Does not investigate
- Can be shared between clubs

## Peer Support Officer

- Support to SLSQ Members
- Educates members after a stressful event
- Provide coping strategies
- Help identify when professional treatment is needed

## Grievance Officer

- Helps members resolve issues of concern
- Act as an impartial body
- Can act when there is a grievance lodged that relate to process or procedure

