



Volunteer Position Description

Position	Position Description Completed
Complaint Manager	01/08/2022

PURPOSE STATEMENT

A Complaint Manager is responsible for managing the process of dealing with complaints that have been submitted to the SLSA Reporting System pursuant to:

[SLSA 6.06 Complaints Resolution Policy](#).

Complaint Manager's play a key role in ensuring that members complaints are handled promptly and fairly. Complaint Manager's do this through ensuring that the correct process is followed and all relevant policies are being implemented and adhered to.

Role & responsibilities

Complaint Manager will:

- Oversee implementation and compliance with SLSA Policy 6.06 "Complaints Resolution Policy".
- 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 the SLS entity Board for further action under Club Policies as may be determined by the Directors.
- Willingness to attend any personal development as may be determined in consultation with SLSQ Complaint Manager.
- Comply with the Club's constitution, policies and directions of the Board.

Key Challenges

- Maintaining objectivity, impartiality and confidentiality.
- Resolving matters per the policy application.
- Identifying and disclosing any conflicts of interest.



Role Requirements

- Working with Children Check,
- Be a current, financial member of an SLSQ Club,
- Sound knowledge and understanding of the SLSQ Club's Constitution, By-laws and policies that they are a member of,
- Sound knowledge and understanding of SLSA Policies as related to member protection, generally and specifically [SLSA 6.06 Complaints Resolution Policy](#) or a willingness to learn,
- Knowledge of how to identify conflicts of interest and the disclosure process,
- Objectivity to ensure all parties are given the opportunity of natural justice.

SELECTION CRITERIA

Essential Skills	Essential Knowledge
<ul style="list-style-type: none"> • Excellent inter-personal and communication skills • Demonstrated experience or willing to learn, in dealing with mediation between individuals • High level of integrity • Confident public speaker and negotiator • Thorough record keeping skills • Proven ability in maintaining confidentiality in cases of a personal nature • Conflict resolution skills • Be accessible and approachable 	<ul style="list-style-type: none"> • Confidentiality expectations • How to manage due process • Timeframe management • Producing accurate records of interviews • Report writing • How to access the required information needed to resolve any references • Securing evidence • Comprehension of Club policies and Board directions

KEY STAKEHOLDER RELATIONSHIPS

SLSQ Members

Club and Branch Committee's

SLSQ Complaint Manager's