



Audax Australia Complaints Policy

Purpose

To ensure that complaints raised by members, volunteers, stakeholders or community members are dealt with through an established process that is timely and based on fairness and respect.

Guiding Principles

This Policy references Australian Standard ISO 10002-2018 Guidelines for complaint management in organizations.

The Guiding principles include:

1. Enabling complaints:
Ensure there is a process by which the complainant (members, volunteers, stakeholders or community members) can easily register a complaint.
2. Manage complaints:
Ensure there are processes by which a complaint can be addressed to an outcome, and that these processes are: Transparent, Accessible, Responsive, Objective, Confidential and Timely.
3. Continual improvement:
The club should take action to eliminate the causes of complaints in order to prevent recurrence.

Policy

1. Enabling complaints	A complaint can be raised by members, volunteers, stakeholders or community members in writing to one of the following: • Club website or support email, or • If related to a ride, the Ride Organiser, or • Regional Club President, or • National Club President or National Club Secretary
2. Manage complaints	1. Upon receipt of a complaint, a. there should be a response in writing to the complainant acknowledging the complaint; b. it should be initially assessed and where possible resolved with the assistance of RO, Brev Sec or Regional President as needed. The resolution should then be communicated to the parties; 2. If a complaint cannot be resolved within 5 working days, it should be escalated to the National President; 3. The National President will review and assign a Team (Chair and a minimum of 2 others) to assess, seek additional information, investigate and produce a finding. The finding will then be communicated to the parties and the National Committee; Complaints should be resolved: • Keeping the complainant informed of progress, • Using appropriate Club persons to assist, in order to obtain an objective outcome,

	• Confidentially and Timely. The complainant should not be disadvantaged in anyway as a direct result of the complaint.
3. Continual improvement	The National Committee shall: 1. Maintain a register of complaints 2. Analyse the complaints every 6 months, and 3. Take actions to eliminate the causes of complaints in order to prevent recurrence.

Responsibility of the National Committee

The National Committee is responsible for:

- Establishing this Complaints Policy
- Monitoring compliance with this policy, and
- Reviewing this policy on an annual basis to ensure that the policy is operating effectively.

Procedure

All parties to be updated throughout the process

Complaints to be resolved as quickly as possible, ideally within 2 weeks

- 1) Receipt of complaint in writing
- 2) Initial assessment (by Ride Organiser and/or Regional President) ... resolve if possible
- 3) If unable to resolve, escalate to the National President who assigns a Team (Chair and a minimum of 2 others) to review
- 4) The team obtain additional information from the involved parties and collate
- 5) The team hold a meeting to assess and try to attain an outcome
(This may include contacting involved parties for further clarification)
- 6) Chair to summarise findings
- 7) Upon consensus within the Team, the Chair shall inform involved parties and National Committee of the findings

Contacts

For questions about this policy, contact: secretary@audax.org.au