New Lambton Football Club Juniors
Position Description – Complaints Officer

JOB TITLE:

Complaints Officer

OBJECTIVE:

The Complaints Officer mediates, investigates and / or handles complaints that arise as part of Club activities. These complaints are often referred to them via the Club's Member Protection Information Officer (MPIO). They work closely with the Club's MPIO, in so much as rely on the Club's MPIO to provide information regarding the Club's Member Protection Policy and other relevant policies and procedures.

Complaints Officer's play a key role in ensuring Football is safe, fair and inclusive. They do this by ensuring they act in the best interests of all parties involved and respond to a complaint as quickly, fairly and effectively as possible.

RESPONSIBILITIES:

- The Complaints Officer role is primarily to **mediate, investigate and / or handle the complaint.** For reference, an MPIO helps ensure that people understand the complaint handling process. This is an important distinction for the Complaints Officer against the MPIO's role.
- The Complaints Officer can be described as - any person in authority in the club who may be required to deal with complaints or concerns in the normal course of their duties. A broader complaint investigation team (led by the Complaints Officer) may include committee officers (President, Secretary, ordinary committee members etc), coaches, and officials (referees and umpires). For clarity, an **MPIO** can be described as - a person who has satisfied the state's requirements for an MPIO. They are responsible for providing information about a person's rights, responsibilities and options to an individual making a complaint or raising a concern, as well as support during the process.
- Clubs have a duty to respond to complaints.
- Keep up to date with information relating to Member Protection.
- Understand club policies and procedures in relation to complaints, Member Protection and code of conduct and provide contact information for official complaints, counselling or other referrals.
- Maintain confidential records of complaints or concerns.
- Assist and provide information to the club Committee in relation to complaints.
- Work with the Club's Member Protection Information Officer, as necessary.
- Assist with annual risk assessment (as necessary).
- Attendance at club meetings may be necessary, and upon request.

NEW LAMBTON
FOOTBALL CLUB

RELATIONSHIPS:

- Reports to the Secretary and General Committee.
- A Complaints Officer should ensure there is no conflict of interest in any matter they respond to.
- A Complaints Officer interacts with the MPIO, Working With Children Check Officer, club committee, players, parents, coaches, managers, volunteers, officials, spectators.

ACCOUNTABILITY:

- Should report to the General Committee as requested on the general matters relating to the role, noting to ensure confidentiality and sensitivity always.
- Every club should have at least one (1) Complaints Officer.
- The estimated time commitment required as the Complaints Officer is up to 3 - 5 hours per week around peak periods of in-season. Away from these times, it would decrease.

ESSENTIAL SKILLS:

- Ability to provide support but not take over.
- Good communication and listening skills – be accessible and approachable.
- Conflict resolution skills.
- Good understanding of governing Constitution / By-Laws / Policies and Procedures.
- Able to complete tasks independently and as a team.
- A Complaints Officer must also sign a Member Protection Declaration and must hold a valid NSW WWCC.
- Length of commitment to the role is relative to availability - ideally a minimum of 2 seasons.
- Completion of the on-line complaint handling training course at www.playbytherules.net.au is required.

DESIRABLE SKILLS:

- Ability to plan events and activities for a year.
- Empathy.
- Listening skills.