

## **Complaint Handling Policy**

We respect the right of all members to express their opinions and to complain about anything that occurs at a SADA event or results from either the general running of the club or its policies and procedures etc.

In the first instance, please speak with a Committee member at the event as something may be able to be sorted out immediately. If you feel that you are unable to do this, please put your complaint in writing and email it to [saddressage@gmail.com](mailto:saddressage@gmail.com). Your complaint will then be discussed at the next committee meeting. You may remain anonymous if you wish. If the Committee's decision does not resolve your complaint, then you may wish to put it in a motion for the next AGM so that all members can vote on it.

If your complaint is about an individual member of the club and/or an individual at an event, if you are able and it is reasonable, safe and appropriate to do so, please approach the individual directly to discuss your concerns. If you are unable to do so or unsure how to handle the problem, please speak to a Committee member on the day or in writing to [saddressage@gmail.com](mailto:saddressage@gmail.com). We will always give the person complained about a right of response before making any decisions.

This policy in no way diminishes an individual's right to pursue their complaint externally under relevant legislation or to relevant agencies.