



# Brisbane Road Runners Club

## Good Neighbour Policy:

### Complaint Management

*as at 16<sup>th</sup> June 2020*

Queensland Marathon and Road Runners Club (hereinafter called "BRRC") is committed to fair and equitable treatment of our members, visitor and public when complaints are made. BRRC uses the principles contained in the Commonwealth Ombudsman Better Practice Guide to Complaint Handling to ensure best practices in Complaint Management. The BRRC complaint handling system is modelled on principles of fairness, accessibility, responsiveness and efficiency. The policy is broadly consistent with Australian Standard AS ISO 10002-2006, 'Customer Satisfaction— guidelines for complaints handling in organizations'.

BRRC values complaints and recognises that effective complaint handling will benefit its reputation, administration and service delivery. We believe that complaints can highlight weaknesses in our policies and service delivery and simulate us to improve.

Good complaint handling will reassure our members, competitors and the community that the BRRC is committed to resolving problems, improving relations and building loyalty.

Complaints and issues originate primarily from two places; our Members & Competitors about an event or result or the local community or public. In either case, seven basic steps are utilised;

1. The complaint is acknowledged promptly
2. The complaint will be assessed and assigned promptly
3. If investigation is required, it will be planned
4. Factual issues should be establish and options for complaint resolution determined
5. A response will be made to the complainant which is clear and informative
6. If the complainant is not satisfied with the response, and internal review should be offered and information about external review options should be provided
7. All complaints will be reviewed by the management team and any systemic issues identified will be acted on.

The details of the process is shown on the following pages and is dependant on where the complaint originates; from a member/competitor or a member of the public/local community.

Step	Competitor / Member complain regarding Races	Other Public/Community Complaint
1. The complaint is acknowledged promptly	Primary Contact: Race Director	Primary Contact: Community Liaison Officer (CLO)
2. The complaint will be assessed and assigned promptly		
3. If investigation is required, it will be planned		
4. Factual issues should be establish and options for complaint resolution determined		
5. A response will be made to the complainant which is clear and informative		
6. If the complainant is not satisfied with the response, and internal review should be offered and information about external review options should be provided		
7. All complaints will be reviewed by the management team and any systemic issues identified will be acted on.		

If you have any queries or complaints about our Good Neighbours: Complaint Management Policy please contact our Community Liaison Officer at:

Brisbane Road Runners Club  
PO Box 5959  
West End Qld 4101  
[run@brisbaneroadrunners.org](mailto:run@brisbaneroadrunners.org)

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