



Policy Title:	Complaint Handling Policy – Combat Sports Authority related
Created/Revised:	December 2014
Approved:	
Summary:	The policy outlines how the Combat Sports Authority will handle complaints related to its activities. The procedure described below is only for issues specifically about the CSA and its staff.
Policy Statement:	The CSA is committed to its clients and receiving feedback from them. The CSA aims to maintain and improve the quality of the services we provide by identifying, addressing and resolving complaints about staff or service delivery.
Applicability:	Persons wishing to make a complaint in relation to behaviour of staff or activities of the CSA. A complaint is an expression of dissatisfaction about service or any associated administrative matter provided, or the performance of staff in providing that service or associated administrative matter. Complaints do not include representations that challenge the substance of the CSA’s policies or regulatory powers.
Procedure:	<p>Most concerns or complaints are best and most quickly resolved by talking to the person directly concerned within the CSA, or their manager.</p> <p>If concerns cannot be initially resolved this way, the complainant also has the option directing the complaint to the Chair of the CSA. Such complaints must be made in writing. The complainant should provide a description of the problem in sufficient detail for the CSA to investigate the matter, including date, time, location, names of person/s involved, description of behaviour or activity observed.</p> <p>Anonymous complaints will not be considered by the CSA. The CSA respects your right to privacy and confidentiality in making a complaint. The CSA does not disclose the personal details of people making complaints unless the matter cannot be progressed without doing so and the complainant has agreed to the disclosure.</p> <p>Matters involving staff of Sport and Recreation will be handled in accordance with the policies and procedures of the Office of Sport.</p>
Related documents:	Combat Sports Act 2013 Combat Sports Regulation 2014