

## BALC Complaint Handling Procedure

### **PURPOSE**

As per the BALC Customer Service Charter, we strive to provide our members and patrons with outstanding customer service. We want our customers to have positive experiences and endeavour to exceed the needs and expectations of our members and patrons.

However, in our quest for excellence and in order to continually improve it's necessary to take negative feedback on board, in which we wish to do so efficiently and appropriately. Our Complaint Handling Procedure outlines the ways that a complaint can be handled.

### **HOW TO LODGE A COMPLAINT**

If something has happened, we want to know about it – the sooner it is brought to our attention, the quicker we can work with involved parties to resolve the problem. When making a complaint, members and patrons have the following options:

#### IN PERSON OR BY TELEPHONE

If you wish to lodge a complaint whilst in the Centre, we ask that you speak to a nearby staff member to attempt to resolve the problem quickly for you. In this instance, should a problem arise in the Pool Hall please speak with a lifeguard for assistance, or if the problem arises in the Health Club please discuss it with a Health Club staff member, etc. When making a complaint by telephone, it is useful to take the same approach and speak to a relevant staff member.

We aim to resolve most issues at this point of contact and provide our staff with training to enable them to do so. However, sometimes a staff member may also seek assistance from their supervising Team Leader or the current Duty Manager. If they too are unable to resolve your concerns at this stage, your complaint will be placed in writing and follow the Written Complaints procedure.

#### WRITTEN COMPLAINTS

Written complaints are immediately recorded and then referred to the Team Leader of the relevant department, who will work with you to resolve your issue appropriately. The Team Leader may contact you by either telephone or email within 5 working days of receiving your complaint. Written complaints can be made by email to [balc@ballarat.vic.gov.au](mailto:balc@ballarat.vic.gov.au), by post to PO Box 4042, Alfredton VIC 3350 or by completion of a Patron Feedback Form located within the Centre.

## UNRESOLVED COMPLAINTS

If the complaint remains unresolved to your satisfaction you can request to speak with the Centre Manager, whom will contact you by either phone or email within 15 working days to address your concerns. In the event that you remain unsatisfied with the result, we invite you to write to the Director, Community Development, City of Ballarat, PO Box 655, Ballarat VIC 3353, in which you will receive a response within 30 days.

## OUR EXPECTATIONS

Help us to help you! Although we understand that at times you may be frustrated with the situation, it's important that we work together to achieve a mutually satisfactory result. We request that at all times during this process that you:

- Treat BALC staff and patrons with courtesy and respect – we do not tolerate abusive and bullying behaviour.
- Show understanding when the Centre is busy whilst we attend to our customers (including you!)
- Work with us to solve problems.
- Comply with staff directions, Centre rules and policies.
- Be honest and accurate in your dealings with us.
- Read the terms and conditions of the services you are purchasing.
- Advise us if you do not understand any information provided to you.