

PROCESS OF COMPLAINT

It is our aim to provide an easy to use, confidential and trustworthy procedure for complaints based on the principles of natural justice. Any person may report a complaint (complainant) about a person/s or organisation. A complaint should be reported to the Centre Manager.

A complaint may be reported either in writing or verbally.

All complaints will be dealt with promptly, seriously, sensitively and confidentially.

Queensland Little Athletics can be contacted, but complaint/s will be referred back to Center to action.

Complaint Flowchart:

