

Coolangatta & Tweed Heads Golf Club Limited

External Dispute Resolution

Contact Us

Telephone 0755244544

Email: edr@cooltweedgolf.com.au

Coolangatta & Tweed Heads Golf Club Office

Soorley St (PO Box 6010)

Tweed Heads South

NSW 2486

Coolangatta & Tweed Heads Golf Club Limited External Dispute Resolution Procedures

In the event that you are unhappy regarding any part of our internal dispute resolution process that has been provided for your complaint the CTHGC agrees to allow you to upgrade the complaint to its External Disputes Resolution System and we agree to handle your complaint efficiently, honestly and fairly.

CTHGC External Disputes Resolution believes that conciliation is an informal **process** which allows both parties in a **dispute** to openly identify and discuss the relevant issues and move the **dispute** towards **resolution**.

Coolangatta & Tweed Heads Golf Club is an incorporated body and is a member of Clubs NSW, Golf NSW, Golf Queensland, Golf Australia, Liquor & Gaming Authority NSW all who may assist us in the investigation and resolution of your complaint.

Should you wish to have a complaint referred to the External Review panel please contact:

External Disputes Resolution Officer:	Complaints Committee:
Secretary Manager	Chairperson: Patron
CTHGC	Alternate Chairperson: President
Soorley St (PO Box 6010) Tweed Heads South NSW 2486	Committee: President Two (2) Board Members so nominated for the specific purpose of reviewing the complaint. A Legal Representative.

PHONE: 07 55244544	Secretary: Secretary Manager
FAX: 07 55243543	
EMAIL: edr@cooltweedgolf.com.au	

The External Disputes Resolution Committee are Senior Board Committee Members in our organization and other external individuals that have the necessary experience and authority to handle your complaint. But will not make binding decisions for either party nor give a legal advice or opinion.

The complaint must be in writing addressed to the Secretary Manager setting out the details of the dispute and accompanied with any relevant documents that will assist the external review panel in reviewing your complaint. Please ensure you give us full particulars of your complaint.

If a complainant is not satisfied with the response to their complaint by the External Disputes Resolution system, then you may still refer your complaint to the NSW Ombudsman on the details below:

Freecall: 1800 451524

Phone: 02 92862911

Email: Inswombo@ombo.nsw.gov.au

Address: Level 24 580 George St Sydney NSW 2000

If the complaint is about privacy and the complainant is not satisfied with the outcome of our investigations, the complainant may ask the Office of the Australia Information Commissioner to consider the complaint. The Information Commissioner can be contacted online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or on 1300 363 992.

COMPLAINTS OUR EXTERNAL DISPUTES REVIEW PANEL CANNOT DEAL WITH.

1. A complaint in which legal action has been threatened.
2. A complaint in which legal action has been commenced.
3. A complaint which has previously been referred to an external party for review.
4. A complaint which is most likely to result in Legal action.

5. Complaints lodged by persons other than the actual applicant.
6. Complaints that are older than 12 months or involve Staff, Consultants or Members who are no longer at the club unless the Secretary Manager believes it is reasonable to review the complaint.

We do not charge any fee in respect to any complaint.

TIMELINESS

We will provide a written acknowledgement of receipt of the complaint to the complainant within five business days, unless the complaint is otherwise resolved in the meantime.

We will ensure that a final response is given to the complainant as soon as possible, but within forty five (45) days of receipt of the complaint.

For certain types of complaints, involving urgent disputes a final response will be provided within twenty one (21) days.

For privacy complaints, we are required to give you a final response within thirty (30) days.

If we cannot respond to the complainant within relevant timeframes, we will inform the complainant of the reasons for the delay and of their right to refer the complaint to the New South Wales Ombudsman Service or, in the case of privacy complaints, to the Australia Information Commissioner.

We will have provided a final response to the complainant if we:

- (a) Accept the complaint and, if appropriate, offer redress, or
- (b) Offer redress without accepting the complaint; or
- (c) Reject the complaint.

WRITTEN RESPONSE TO A CLIENT

We will give the complainant a written response to their complaint and the reasons for reaching a particular decision on the complaint. We will adequately address the issues that are raised in the complaint.

Our response will be on the basis of fairness and what is reasonable Standards or Procedures.

We will inform the complainant of the contact particulars of our EDR Scheme and, for privacy complaints, the Australia Information Commissioner if the complainant is not satisfied with the outcome of our investigating the complaint.

REMEDIES

If we accept the complaint and are of the view that it is appropriate to offer redress to the complainant, that redress may be non-financial as well as, or instead of, financial. If we consider that a financial remedy is appropriate then we will obtain legal advice from the clubs Solicitor or Insurer in relation to what compensation is appropriate.

We will, when determining the appropriate remedy, take into consideration the extent of loss or damage suffered by the complainant, relevant legal principles, EDR scheme rules, the NSW Clubs Code of Practice and other relevant codes of conduct and concepts of fairness and relevant industry best practice.

DATA COLLECTION

We will keep data concerning your complaint in such form and manner as we think fit and will enable analysis according to:

- (a) Type of complaint;
- (b) Subject of complaint;
- (c) Outcome of complaint;
- (d) Timeliness of response.

So that we can identify any systematically recurring problems, we will as far as is practicable and relevant, classify complaints according to the particular alleged breach.

Subject to legal constraints including constraints as to privacy, we will make available data collected in respect of your complaint to the relevant body where applicable,

REVIEW

We will review our External Dispute Resolution Procedures every year to ensure that our complaints systems are operating effectively. *This document was* **created on 25th September 2017.**