

Coolangatta & Tweed Heads Golf Club Limited

Internal Dispute Resolution

Contact Us

Telephone 0755244544

Email: idr@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 Internal Dispute Resolution Procedures

We aim to provide the very best service for Employees, Contractors, Members and our Customers. In the event that you are unhappy regarding any part of our service, our internal dispute resolution process provides that your complaint will be handled efficiently, honestly and fairly.

CTHGC Internal Disputes Resolution believes that conciliation is an informal **process** which allows both parties to 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 have a complaint about our services, please contact:

Complaints Officer:	Complaints Committee:
Lauren Hale	Chairperson: Patron
CTHGC	Alternate Chairperson: President
Soorley St (PO Box 6010) Tweed Heads South NSW 2486	Committee: President Secretary Manager, One Board Member, President of Vets Committee, President of Women's Committee
PHONE: 07 55244544	Secretary: Lauren Hale
FAX: 07 55243543	
EMAIL: idr@cooltweedgolf.com.au	

The Complaints Officer and Committee are senior personnel and various Board Committee Members in our organization and have the necessary experience and authority to handle your complaint and make relevant decisions on outcomes.

The complaint need not be in writing and may be presented by any reasonable means, for example letter, telephone, email or in person. Please ensure you give us full particulars of your complaint.

If a complainant is not satisfied with the response to their complaint by the Internal Disputes Resolution system, they may refer the matter to the External Disputes Resolution System that the Coolangatta & Tweed Heads Golf Club Limited has installed and makes available to its Employees, Contractors, Members and Customers.

Simply contact the Complaints Officer as above and request that your complaint be referred to the External Disputes Resolution System.

If you still are unhappy then you may still refer your complaint to the NSW Ombudsman on the details below:

Freecall: 1800 451524

Phone: 02 92862911

Email: lnswombo@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.

AWARENESS

All staff and consultants who deal with (or are likely to deal with) Staff, Consultants, Members or Clients, are aware of the names, titles and telephone numbers of our Complaints Officer.

Each staff member and consultant is also instructed in how to transfer a client who has a complaint to our Complaints Officer and what client details to record if the Complaints Officer is for any reason unavailable (this information will include a minimum of the name, telephone number, and description to which the client's complaint relates. 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 twenty one (21), thirty (30) or forty five (45) days of receipt of the complaint.

For certain types of complaints, involving urgent disputes a final response must be provided within twenty one (21) days. If CTHGC Limited is unable to deal with the complaint a complainant may ask the President to refer the matter direct to External Disputes Resolution.

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