



PEEL POOL ASSOCIATION INC

COMPLAINTS MANAGEMENT PROCEDURE

Purpose

The Peel Pool Association (PPA) aims to provide an easy to use, confidential and trustworthy procedure for complaints based on the principles of natural justice. PPA is committed to resolving complaints in a fair and effective manner. Complaints will be dealt with efficiently and the complainant will be treated with courtesy and respect.

Background

A complaint may be reported as an informal or formal complaint. The complainant can decide whether the complaint will be dealt with informally or formally unless the PPA President considers that the complaint falls outside the parameters of the PPA Complaints Management Policy and would be better dealt another way.

All complaints must be in written form as required in the PPA's Constitution.

Complaints are to be submitted to the PPA email address: secretary@peelpool.com

The PPA nominated person to handle the complaint will action the complaint as per this procedure.

Any member can make a complaint to the PPA about the delivery of the association's services. From time to time the PPA consults with the sector to determine a policy position or to gauge the views of the sector.

It is not the intent of this policy to allow a person or association to complain about the outcome of such consultations if the final result does not agree with that person or associations position. A person may however lodge a complaint if a documented consultation process was not followed, or if the process was flawed.

Procedure for complaints management

The person managing the complaint will be responsible for:

- Registering the complaint.
- Registering the complaint in the PPA complaints register.
- Informing the complainant that their complaint has been received and providing them with information about the process and time frame.

Investigating the complaint

PPA will:

- Examine the complaint within five (5) working days of the complaint being received.

- Inform the complainant within seven (7) working days of the complaint being received the process to investigate and resolve the complaint, and the expected time frame for resolution.
- Complaints or appeals will be investigated and resolved within 14 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

Confidentiality

All correspondence and other materials relating to the complaint will be treated as confidential and will be filed electronically with limited access to PPA Executive Committee.

The PPA Complaints Register will be confidential, and access is restricted to the President and Secretary.

Version Control

Updated By	Review Date	Tabled PPA Committee	Date Approved
Suzanne Aylward	13/08/2025	20/09/2025	10/10/2025