

NUsport Complaint Management Policy

Member, Participant and Guest



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Section 1 - Purpose

1. This Policy establishes how NUsport will deal with complaints made by members of its community, including Members, Participants or Guests.
2. NUsport is committed to providing a safe and respectful environment where Members, Participants and Guests are treated fairly and receive prompt responses to concerns.
3. NUsport strives to:
 - a. manage complaints in a fair, transparent and timely manner;
 - b. have in place clear and effective processes for the resolution of complaints;
 - c. take reasonable steps to ensure that persons are not negatively treated because they make a complaint.
4. Complaints within the scope of this Policy will be assessed according to the NUsport Complaint Management Procedure.

Section 2 - Scope

5. This policy applies to complaints made by:
 - a. all Members, Participants and Guests and where relevant, their guardians or carers:
 - i. at a NUsport location;
 - ii. using NUsport facilities or services;
 - iii. taking part in NUsport activities; or
 - iv. representing NUsport off-campus.
6. This policy does not cover:
 - a. corrupt conduct and maladministration – refer to the University of Newcastle [Public Interest Disclosures Policy](#);
 - b. formal access to information requests;
 - c. privacy – refer to the [Newcastle University Sport \(NUsport\) Privacy Policy](#);
 - d. workplace health and safety – refer to the University of Newcastle [Work, Health and Safety Policy](#); or
 - e. IT use – refer to the University of Newcastle [Digital Technology Conditions of Use Policy](#).

Section 3 - Definitions

7. In the context of this policy:
 - a. “Assessment Panel” means the persons responsible for assessing, investigating or determining the outcome of a complaint. In some cases, it may be appropriate to appoint an external party on the Assessment Panel.
 - i. “Complaint” means an expression of dissatisfaction about NUsport. It may be about Staff, services, facilities, activities, processes or actions and is accompanied by a request for a specific resolution or response. Where no resolution or response is sought, a complaint will be treated as feedback. Complaints may be handled either as:

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- ii. an informal complaint: where possible and appropriate, parties are encouraged to first attempt to resolve informal complaints directly with those involved or connected with the complaint and/or their supervisor, if applicable; and
- b. a formal complaint: for complaints that are more serious or complex or are unable to be resolved informally.
- c. “Complainant” means a person who makes a complaint.
- d. “Coordinator / Manager” means a NUsport staff member responsible for overseeing a facility, program or service area. Information on NUsport Coordinators / Managers are available on the NUsport website. Frontline staff can assist in connecting Members, Participants or Guests with the appropriate Coordinator or Manager.
- e. “Guest” means an external person or business representative visiting a NUsport facility including but not limited to contractors, franchisees, Spectator, members of the community and volunteers.
- f. “Member” means a Member of NUsport.
- g. “Participant” means a person who is actively taking part in a NUsport program, activity or event, and who is registered or enrolled to participate in that activity.
- h. “Respondent” means a person who is the subject of a complaint.
- i. “Staff” means a person who at the relevant time was employed by NUsport.
- j. “Student” means a person formally enrolled in a course or active in a program offered by the University of Newcastle.
- k. “University” means the University of Newcastle.
- l. “Working Day” means any day other than Saturday, Sunday, or a public holiday in Newcastle, on which business may be conducted.

Section 4 - Responsibilities

- 8. All persons involved in a complaint, including the person making a complaint, the person who is the subject of a complaint (if any) and staff handling the complaint, are expected to:
 - a. treat others with respect and courtesy; and
 - b. comply with the complaints process.

Section 5 - Record keeping and Confidentiality

- 9. NUsport will keep appropriate and confidential records of all complaints (informal and formal).
- 10. All records are retained in accordance with relevant privacy and record-keeping requirements.
- 11. NUsport will take all precautions to maintain confidentiality of information regarding complaints, subject to legal and regulatory requirements. Depending on the nature of the complaint it may not be possible to maintain confidentiality in all instances.

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Section 6 - Related Documents

12. [NUsport Complaint Management Procedure](#)
13. [NUsport Terms and Conditions](#)
14. [NUsport Code of Conduct.](#)

Section 7 - About this Document

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