

BRONTE

SURF LIFE SAVING CLUB • 1903

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Grievance Policy

Do you have an issue with a fellow Club member that needs to be resolved?

The Club has a procedure in place that allows any member to have their complaint heard by an impartial person or committee. All complaints will be handled confidentially, respectfully, and in line with Surf Life Saving's member protection policies.

In the first instance, you should contact one of the Club's MPIOs, either:

- **Club General Manager** - Kimberly Johns
Email: management@brontesurfclub.com.au | Phone: 0430 275 177
- **Member Representative** - Gaby Naher
Email: gaby@naher.com.au | Phone: 0414 624 568

They will direct your grievance to the appropriate person, who will contact you to discuss your matter in full. You can expect to receive an initial response within 7 days of lodging your complaint.

The Club has numerous Member Protection Information Officers (MPIOs) in place to address all Nipper, Lifesaving, and Education issues. If your grievance cannot be resolved through the initial steps, the matter may be escalated to the Club's Grievance Committee. This is an impartial group of senior members who will thoroughly and objectively investigate your complaint.

Note: This policy should be read in conjunction with the following SLSA Policies:

- [Policy 6.05 Member Protection](#)
- [Policy 6.06 Complaints Resolution Policy](#)