

BRONTE

SURF LIFE SAVING CLUB • 1903

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| Responsible Portfolio: | Governance |
| Authority: | This policy is binding on all Members of Bronte SLSC and is to be interpreted in accordance with the Bronte SLSC Constitution. |

Grievance Policy

Do you have an issue about 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.

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

Club General Manager - Peter Butcher

Email: management@brontesurfclub.com.au Phone 0411 795 256

-or-

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.

The Club has numerous Member Protection Information Officers (MPIO) in place for all Nipper, Lifesaving and Education issues.

If your grievance cannot be solved through this channel, there is a separate Grievance Committee in place, who will investigate your complaint in detail.

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

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