

Complaint Handling Procedure

At MOVE Moonee Valley we are committed to delivering exceptional service. We value your feedback as it helps us improve. This policy outlines what you can expect when you raise a concern, complaint or feedback with us.

A complaint is an expression of dissatisfaction with:

- The quality of an action taken, decision made or service provided by an agency or its contractor
- A delay or failure in providing a service, taking an action, or making a decision by an agency or its contractor.

Our Promise

We are committed to ensuring your experience with us is positive. Should we fall short, we promise to address your concerns promptly and professionally, working hard to exceed your expectations in the future.

How to Submit Your Feedback or Complaint

You can provide feedback or lodge a complaint through the following channels:

- **In person:** Speak with a team member or fill out a MOVE Feedback Form at Reception during opening hours, for opening hours visit: [MOVE – Opening Hours](#)
- **By telephone:** Contact our Guest Experience team during opening hours
 - Ascot Vale Leisure Centre and Keilor East Leisure Centre – (03) 9283 6402
 - Queens Park Swimming Pool – (03) 9375 3651
- **By email:** Send your complaint to our Venue Manager
 - Ascot Vale Leisure Centre - avlcfeedback@movemv.com.au
 - Keilor East Leisure Centre - kelcfeedback@movemv.com.au
 - Queens Park Swimming Pool - qpspfeedback@movemv.com.au
- **Online:** Visit the 'Get in touch' section on our website: [MOVE – Get in touch](#)
- **Via QR Code:** Use the QR codes located throughout our venue.
- **Membership Survey:** Respond to our membership survey.

Regardless of how you choose to contact us, your feedback will be documented and handled with care.

If you have difficulty advising your concern, complaint or feedback our team can actively assist you to navigate the process.

What You Can Expect: A Step-by-Step Guide

1. Acknowledgement of Your Complaint

Timeframe: Within 24 hours or the end of the next business day

What Happens: We will acknowledge your complaint and begin gathering necessary details and evidence to fully understand the issue.

2. Initial Response

Timeframe: A formal response provided within 48 hours, or the end of 2 business days

What Happens: Our Venue Manager will review your complaint and work with applicable team members to decide the best way to resolve it based on evidence available.

3. Resolution Attempt

Timeframe: Within 5 business days

What Happens: We aim to resolve your complaint within 5 business days with interim updates provided for complex issues.

4. Notification of Resolution

What Happens: We will keep you updated throughout the investigation and provide a written outcome explaining the decision. If the investigation takes longer than 5 business days, the contact person will contact the complainant prior to or at this time and explain why. The complaint may also be escalated if necessary.

5. Escalation (If Necessary)

What Happens: If you feel the outcome determined was unsatisfactory, the complaint will be escalated internally within 48 hours (2 business days) **of the resolution period ending**, a senior manager will conduct an independent review of your complaint. This may result in either upholding or changing the original decision.

If you are still not satisfied with the outcome and would like to further escalate outside of our organisation, please refer to the below list for any further avenues of complaint or appeal.

- The Victorian Ombudsman
- Specialist complaint bodies (IE Victorian Equal Opportunity and Human Rights, Health Services Commissioner etc)
- Victorian Civil and Administrative Tribunal (where appropriate).

6. Ongoing Communication

What Happens: We will keep you informed throughout the resolution process, providing updates as needed.

7. Documentation and Reporting

What Happens: All complaints are recorded in our system to ensure accountability and improve our services. The outcome response will contain reasons for the decision made, and the contact information for the responsible officer.

8. Continuous Improvement and Staff Training

What Happens: We regularly review feedback to identify areas for improvement. This helps us refine our services and provide additional training for our staff to prevent future issues.

Related legislation and reference sources

- [ISO10002:2015 Quality Management Systems](#) – Ensures effective complaint management and continuous improvement.
- [Privacy Act 1988 \(Cwlth\)](#) – Governs the handling of personal information in complaint processes.
- [Australian Consumer Law \(Cwlth\)](#) – Protects consumer rights and ensures complaints related to products and services are handled fairly.
- [Children's Guide to Complaint Handling](#) – Provides children with a method of reporting concerns about their safety.
- [Victorian Ombudsman Complaints: Good Practice Guide for Public Sector Agencies](#)

Review

This procedure is reviewed annually.

Questions?

For any enquiries relating to this procedure please contact us via your preferred contact method outlined above.

Key Victorian complaint and dispute resolution bodies

Commissioner for Privacy and Data Protection

The key body regulating the way Victorian government agencies and local councils collect and handle personal information.

Consumer Affairs Victoria

Promotes consumer protection and ethical trading and ensures that consumer protection laws are properly enforced.

Dispute Settlement Centre – Victorian Department of Justice and Regulation

Provides an informal, impartial, accessible, low cost dispute resolution service to the Victorian community.

Disability Services Commissioner

Deals with complaints about disability services in Victoria. Health Services Commissioner Deals with complaints about health services providers.

Victorian Equal Opportunity and Human Rights Commission

Responsible for eliminating discrimination in Victoria. Offers information, education and consultancy services, conducts research and provides legal and policy advice.