

Feedback Policy

WLAC welcomes and values feedback from its members. If you:

- have an idea or a suggestion for improvement, or
- would like explanation or clarification of a WLAC policy or procedure, or
- wish to pass on any praise about WLAC,

then please talk to a WLAC Committee Member during one of our weekly programs or contact us by:

Phone: 0439 408 377
Email: info@wlac.org
Post: PO Box 615
Mawson ACT 2607

If you are dissatisfied with any of WLAC's policies or procedures, its Committee Members, officials or coaches or the quality of its programs, you can express your concern in person or lodge a formal complaint.

If you wish to dispute a track or field event decision, please refer to WLAC's [Protest Procedure](#).

Making and Lodging a Complaint

Direct contact is usually the quickest and best way to resolve an issue so if you have a complaint, please talk to a WLAC Committee Member. This can be done in person during one of our weekly programs or you can call us on 0439 408 377. If you would prefer to lodge your complaint in writing, you can do so by email or letter at the addresses provided above. WLAC will acknowledge any complaints not made in person within 2 days of receipt.

The sooner you can bring an issue to our attention, the sooner we can try to resolve the matter. WLAC Committee Members are empowered to resolve simple complaints and have access to a variety of internal tools to assist them. If a complaint is not able to be resolved upon initial contact, a Committee Member will advise you of how your complaint is being addressed and approximately how long the process may take. You will be kept updated on progress if there are any delays in resolving your complaint.

WLAC is committed to responding to complaints promptly, equitably and objectively. You will not be disadvantaged because you have lodged a complaint. If needed, WLAC can provide you with some practical assistance in making or lodging your complaint or it can advise of local community services that may be able to help.

Your Information

In making or lodging a complaint, WLAC may need to collect some personal information about you. Any personal information you provide as part of your complaint will be kept private and secure. You are able to see what information is held about you and can ask to have it corrected if it is wrong or not complete. WLAC may need to disclose some information about you to other parties in order to resolve your complaint but we will talk to you about this. WLAC may also need to disclose personal information about you for reasons of health, safety or law enforcement or where it is required to do so by a court or tribunal.

Escalating a Complaint

Informal resolutions are preferred wherever possible but if you are not satisfied with the outcome of your complaint or the way in which your complaint has been handled, you can seek to escalate the matter to the WLAC President.

If you wish to escalate your complaint you will need to do so in writing either by email or by letter. Please provide as much detail as you can about the issue you wish to escalate. It would also help if you could outline what you think WLAC can do to help resolve your complaint.

The WLAC President will take ownership of your complaint and continue to work with you until resolution. Any resolution offered will be fair to both the complainant and to WLAC. The President

may enlist the assistance and advice of other relevant Committee Members to help in reviewing the matter and offering alternative solutions so that a satisfactory outcome may be achieved.

You will be kept informed of progress with your complaint and advised of any foreseeable delays. You will be advised of the outcome of the WLAC President's review in writing. Please note that the decision of the WLAC President is final and is not open to further review.