



Morningson Life Saving Club

Complaints Resolution Policy

Morningson Life Saving Club adopts and uses the Surf Life Saving Australia Complaints Resolution Policy as its official club policy and as its official complaints resolution framework. All provisions, guidelines, requirements and references to Surf Life Saving Australia outlined in the SLSA Complaints Resolution Policy are applicable to and apply to the Morningson Life Saving Club and its members - [Policy 6.06 - Complaints Resolution](#)

Purpose

The purpose of this policy is to provide a clear, fair, and consistent process for managing grievances and complaints at Morningson Life Saving Club (MLSC). This policy supports a safe, respectful, and inclusive environment for all members and staff.

Scope

This policy applies to all Morningson Life Saving Club representatives, including members, staff, contractors, and those representing the Club involved in club-related activities, whether conducted on or off club premises.

Roles & Responsibilities

- **Morningson Life Saving Club Board:** Oversee policy communication, enforcement and review
- **Member Protection Officer:** Provide confidential information and guidance regarding complaint options.
- **Members:** Comply with this policy and cooperate respectfully with any complaint process.

Guiding Principles

- Complaints will be managed fairly, respectfully, and confidentially where possible
- All parties will be treated with dignity and procedural fairness
- Complaints will be addressed in a timely and appropriate manner
- The safety and wellbeing of children and members will be prioritised at all times
- Natural justice principles will be applied to all complaint processes

Types of Complaints

Complaints may include, but are not limited to, concerns relating to behaviour, bullying, harassment, discrimination, child safety, breaches of club policies, or disputes between members.

Complaints Resolution Process

Complaints should, where appropriate, be addressed informally in the first instance by informing the Morningson Life Saving Club Member Protection Officer. If informal resolution is not suitable or unsuccessful, a formal complaint may be lodged in accordance with the Morningson Life Saving Club Complaints Resolution Process.



Formal complaints are to be managed using the Morningson Life Saving Club Complaints Resolution process. Matters involving child safety, serious misconduct, or potential criminal behaviour must be escalated immediately in line with mandatory reporting obligations.

Confidentiality

All complaints will be handled sensitively and confidentially, except where disclosure is required by law, necessary to protect individuals from harm, or required to properly investigate a complaint.

Related Documents

- Morningson Life Saving Club - Code of Conduct
- Morningson Life Saving Club - Member Protection Policy
- Morningson Life Saving Club – Privacy Policy
- Morningson Life Saving Club – Child Safety Policy

Document Control

Version	Approved By	Approval Date	Next Review Date	Responsible Role
1.00	MLSC Board	05/03/2026	01/10/2026	President