



## COMPLAINTS POLICY

# Complaints Policy

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## DATE OF COMMENCEMENT

This policy comes into effect on 24 November 2004

## PURPOSE



## COMPLAINTS POLICY

The *Racing Act 2002* authorises Greyhounds Queensland Limited (GQL) to make policies for the sound management of the greyhound racing industry.

## POLICY STATEMENT

The purpose of this policy is to formulate the process for the making of a complaint and the manner in which GQL will attend to the complaint.

GQL recognises and acknowledges that the principles of fairness, impartiality and transparency be followed when attending to a complaint.

## APPLICATION

This policy applies to all industry participants and, in the case of the complainant, any person whether acting alone or on behalf of others.

## DEFINITIONS

This policy adopts the terminology used in the *Racing Act 2002*. Schedule 3 of the *Racing Act 2002* contains a dictionary of words used in the *Racing Act 2002* and may be accessed via the internet at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au), under the tab “R”.

“**Complaint**” means any expression of dissatisfaction, made orally or in writing, with;

1. a product or service offered or provided by GQL ;
2. the conduct of ;
  - GQL;
  - a GQL Officer/Official;
  - a Club;
  - a Club Officer/Official;
  - a licensed person.

GQL may request that an oral complaint be confirmed in writing.

“**Registration**” wherever appearing in a policy or GQL rules of greyhound racing “registration” and its derivatives shall, with any necessary amendments, have the same meaning as “licence” and its derivatives in accordance with the *Racing Act 2002*.



## PROCEDURES

This policy is to be available as a hard copy and will be published on the GQL website. A complaint may be made to a GQL Officer at the GQL offices or at a greyhound racing meeting.

GQL will ensure that:

- there is no impediment to the lodging of a complaint;
- where practical, written acknowledgement of receipt of a complaint is supplied to the complainant within 7 days;
- prompt attention is given to the level of investigation deemed to be appropriate i.e. a simple review or formal GQL Board or stewards inquiry;
- prompt attention be given to commencing the investigation/inquiry;
- where appropriate all relevant persons are permitted to, or directed, to assist the investigation/inquiry;
- the complainant is informed of the outcome including the reasons for determination of the complaint;
- all complaints are recorded and at appropriate intervals the information contained in the record be evaluated to ascertain whether remedial action is warranted;
- if a complaint involves or may involve official misconduct pursuant to the *Crime and Misconduct Act 2001*, the matter will be notified to the Crime and Misconduct Commission in accordance with section 38, 39 and 40 of the Act.

### **Review**

This policy will be reviewed after two years of operation.

This policy was reviewed by GQL Board on 31 January 2007, with the policy to be reviewed within two years of this date or earlier as determined by GQL Board.

This policy was reviewed by GQL Board on 28 January 2009 with the policy to be reviewed within 2 years of this date or earlier as determined by GQL Board.

### ***GQL rules of greyhound racing***

GQL rules of greyhound racing provide for the application of this policy.