

Our Complaints Handling Process

To ensure that Riverside Golf and Sports Centre remains a safe and welcoming space for all members, visitors, and staff, our complaint handling process is closely guided by our Conditions of Entry. We believe that the most effective and positive outcomes are reached when feedback is shared in a constructive, respectful, and transparent manner. The following steps outline our commitment to addressing your concerns promptly while maintaining a professional environment that protects the wellbeing of both our patrons and our team.

1. Submission & Acknowledgment

Patrons can provide feedback through several proactive channels:

- In-person via iPad kiosks, online ("Contact"), QR codes, email (riverside@bluefit.com.au), or social media.
- All feedback is logged in SALT.
- We will acknowledge your complaint within 24 hours or by the end of the next business day.

2. Initial Response & Review

Our team reviews SALT entries daily to ensure timely action.

- A formal initial response will be provided within 48 hours (2 business days).
- The Venue Manager will review the evidence and work with relevant team members to decide on a resolution.

3. Resolution Attempt

We aim to close out feedback succinctly and completely.

- We aim to resolve all complaints within 5 business days.
- If an investigation requires more than 5 business days, we will contact the complainant to explain the delay and provide interim updates.
- Any complaint with safety, media, or political implications is communicated to the Council Representative immediately.

4. Escalation (If Necessary)

If the initial resolution is unsatisfactory, the complaint is escalated within 48 hours (2 business days) of the resolution period ending.

- A senior manager will conduct a review, which may result in upholding or changing the original decision.
- If the customer remains dissatisfied with the process or outcome of the internal review, we inform them of any available external review options. This includes the Council Representative or the Victorian Ombudsman.