



MELBOURNE CRICKET CLUB

## Melbourne Cricket Club Policy

### MCC Complaint Handling Policy

Policy Description	<i>Procedure for managing any complaints received by the Club</i>
Effective Date	<i>1/10/2021</i>
Responsible Department	<i>Club Services &amp; Heritage</i>

#### Document Control

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## 1. Purpose

The purpose of this procedure is to provide guidance and structure to Membership Service representatives when managing complaints received from MCC members and visitors of the MCG.

## 2. Scope

This procedure applies to Club Services & Heritage Management, and Customer Service Representatives responsible for collating, responding and resolving complaints regarding; their member experience, membership, waitlist, visiting the Melbourne Cricket Ground (MCG), security, safety, patron behaviour, staff, the committee and the MCC Plus program.

## 3. Background

The Melbourne Cricket Club (MCC) seeks to maintain and enhance our reputation of providing all members and customers with high quality products and services. We value complaints as they assist us to improve our products, services and customer service.

The MCC is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving complaints as quickly as possible.

This policy has been designed to provide guidance to our staff on the manner in which the MCC receives and manages complaints. We are committed to being consistent, fair and impartial when handling complaints.

A complaint means an expression of dissatisfaction by a customer relating to any experience relating to the MCC and MCG.

## 4. Procedure for handling complaints

### 4.1. How can complaints be lodged

If customers are dissatisfied with an experience at the MCC or MCG, they should in the first instance consider speaking directly with a staff member/s. If unable to address concerns with staff a complaint can be lodged with us in one of the following ways:

- By telephoning us on (03) 9657 8888
- By emailing us [membership@mcc.org.au](mailto:membership@mcc.org.au)
- Live chat accessible at <https://mcc.org.au/>
- By completing a feedback form on our website <https://mcc.org.au/support/contact-us>
- MCC Plus complaints can be lodged via specific feedback form also available on our website <https://www.mcc.org.au/my-mcc-membership/mcc-plus/mcc-plus-feedback>
- Letter addressed to PO Box 175, East Melbourne, Victoria, Australia, 8002
- In person by speaking to any of our customer service staff. If a complaint is received verbally and it is consider appropriate, the complaint may be submitted in writing.

### 4.2. Key information to obtain when receiving a complaint

When we are investigating a complaint we will be relying on information provided to us and information we may already be holding. We may need to contact the customer to clarify details or request additional information where necessary. To help investigate the complaint quickly and efficiently we will ask the customer for the following information:

- Their name and contact details
- The nature of the complaint
- Details of any steps the customer may have already taken to resolve the complaint

- Details of conversations the customer may have had with any staff member or volunteer that may be relevant to the complaint
- Copies of any documentation or evident which may support the complaint being made

Staff are to ensure when obtain information regarding a customer complaint, personal details received at kept within compliance of the Privacy Act 1988.

#### 4.3 Recording complaints

When taking a complaint, we will record the name and contact details of the customer. We will also record all details of the complaint including the facts and the cause/s of the complaint, the outcome and any actions taken following the investigation. We will also record all dates and times relating to actions taken to resolve the complaint.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues. If a complaint is lodged personal information is required solely for the purposes of addressing the complaint. Personal details will actively be protected from disclosure.

#### 4.4 How we handle complaints

In the first instance, any feedback or complaint received by MCC Staff member should be attempted to be resolved where possible for that customer.

MCC Staff are empowered to make decisions that are in the best interest of our customers and their experience and are trusted to make decisions **that will assist customer's to achieve their** desired outcome.

- We acknowledge: Within two business days\* of receiving your complaint we will acknowledge receipt of your complaint.
- We review: We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
- We investigate: Within three business days\* of receiving your complaint, if it has been unable to be resolved we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.
- We respond: Following our investigation we will notify the customer of our findings and any actions we may have taken in regards to your complaint.
- We take action: Where appropriate to action the feedback as promptly as possible. As a follow on from the feedback we may then need to amend our business practices or policies.
- We record: We will record all complaints for continuous improvement processes and monitoring through regular review, personal information will be recorded in accordance with privacy legislation.

\*Note as part of Indue Agent Complaints Handling Policy & Procedures September 2021, complaints regarding Indue products must be responded to within 1 business day for further information please refer to the MCC Plus Program Complaint Handling Procedure.

The above steps are a guiding principle and do not need to be followed in order, but rather in a manner that most effectively achieves the desired outcome for customers.

#### 4.5 Escalation Process

In the unlikely event a customer's complaint of feedback is unable to be resolved, we encourage customers to follow the below steps:

- Stage 1 - Our staff are empowered to resolve complaints, wherever possible, at first contact.
- Stage 2 – If the customer is not satisfied with our first contact response, they can request us to escalate your complaint to the MCC – Membership Services Manager. They will then investigate the complaint and consider all the relevant circumstances and information surrounding the complaint and inform you of our findings.
- Stage 3 – If a desired outcome is still not achieved, the complaint can be taken to the MCC Senior Experience Manager and the General Manager – Club Services & Heritage, with a further investigation to take place. The Senior Experience Manager and the General Manager – Club Services & Heritage will then attempt to resolve the matter through consultation, by working with the customer and to resolve your complaint.

#### 5. Related Statutory Obligations

Customer rights under consumer law

Customer's reserve the right to refer their complaint to their relevant federal, state or territory consumer protection agency at any time.

MCC Plus Complaints

Internal Dispute Resolution Regulatory Guide RG271

Privacy Act

***Privacy Act 1988 (Cth)***

#### 6. Related Documents

Related documents include:

<i>Policy document</i>	<i>MCC Plus Program Complaints Handling Policy</i>
<i>Policy document</i>	<i>Indue Complaint Handling Policy Procedures for Agents Sep 2021</i>
<i>Manual application form</i>	<i>MCC Plus Program Feedback</i>

#### 7. Review and Approval

This procedure was approved by Tanya Gallina, General Manager, Club Services & Heritage on October 1, 2021.