**Position Description – Complaints Manager**

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| **Job Title:** | Complaints Manager |
| **Committees:** | [insert which committees the role is involved in] |
| **Reports To:** | [Insert the role it reports to] |
| **Key Relationships:** | [insert which other officers/advisors it has relationships with] |
| **Election Period** | Two years terms with election year being a year of even number |

**Background:**

Surf Life Saving Queensland (SLSQ) is a dynamic and vital organisation dedicated to promoting beach safety and saving lives. With a rich history and commitment to excellence, SLSQ is at the forefront of lifeguarding, education, and community engagement across the Queensland coastline.

**Values:**

* Safety
* Trust
* Community
* Integrity
* Respect
* Innovation

**Purpose of Position:**

The Complaints Manager is responsible for managing the complaints process in accordance with Surf Life Saving Australia's (SLSA) Complaints Resolution Policy (Policy 6.06). This role ensures that all complaints are handled fairly, impartially and in a timely and consistent manner, while maintaining confidentiality and integrity throughout the process.

**Responsibilities:**

* Manage complaints submitted under the Complaints Resolution Policy, including determining whether a complaint meets the threshold for action.
* Assign investigations, manage timelines and monitor compliance with procedural requirements.
* Communicate with Complainants, Respondents, support persons and relevant authorities throughout the complaint lifecycle.
* Recommend or coordinate alternative dispute resolution methods, including mediation where appropriate.
* Oversee the implementation of sanctions or provisional actions where required.
* Refer matters to higher-level organisations (e.g., Branch, State, SLSA) when conflicts of interest or escalated issues arise.
* Maintain accurate records in accordance with confidentiality and legal obligations.
* Provide reports to relevant organisations or relevant governance bodies as appropriate.

**Skills & Experience:**

* Knowledge of SLSA policies, particularly the Complaints Resolution Policy and Member Protection requirements.
* Strong written and verbal communication skills, with the ability to remain impartial and respectful.
* Experience in complaints handling, dispute resolution, or investigations (desirable).
* Sound judgement and decision-making capability, particularly in complex or sensitive matters.
* Ability to apply procedural fairness and confidentiality throughout the process.
* Conflict resolution and problem-solving skills, including mediation awareness.

**Other Duties/Travel:**

In addition to the outlined responsibilities, the Complaints Manager may be assigned other duties

* Travel may be required to attend meetings, conferences, and events relevant to the position.
* Participation in relevant meetings, hearings or mediations (online or in-person).
* Collaborate with other Complaints Managers, Legal Officers or PPAs at higher levels when necessary.

**Commitment & Expectations:**

* Maintain a neutral and professional approach to all complaints, avoiding conflicts of interest.
* Attend complaints training sessions.
* Remain accessible during periods of heightened activity (e.g., summer patrol season).
* Comply with all SLSA/SLSQ policies, regulations and reporting expectations.
* Respond to complaint submissions within reasonable timeframes, ensuring procedural deadlines are met.

NOTE: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time to respond to the needs of the business, with or without notice.