

Complaint Management Course for Sport and Recreation organisations

**Thursday
9am–3.30pm**

16 May

Department of Sport and Recreation,
246 Vincent Street,
Leederville



The following information will be covered:

- Principles of complaint handling
- The role and responsibilities of a complaint handler
- The role of policies such as a member protection policy
- An approach for dealing with complaints, both informal and formal

Catering will be provided.
Registrations essential.

**RSVP by Friday
10 May 2013**

info@wasportsfed.asn.au
(08) 9387 8100

Cost- free



Department of
Sport and Recreation



SPORT4ALL