

Complaint Management Course for Sport and Recreation organisations

**Wednesday
9am-3pm**

14 Aug

Surf Lifesaving WA
7 Delwany Street
Balcatta



The following information will be covered:

- Principles of complaint handling
- The role and responsibilities of 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
9 August 2013**

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(08) 9387 8100

Cost - free