

## Circular

<b>Title:</b>	<b>Complaint Manager Workshop/Training</b>
<b>Date:</b>	25 May 2023
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<b>Department:</b>	Member Development
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<b>Audience:</b>	Club Presidents, Club Administrators, Member Protection Information Officer (MPIO)
<b>Summary:</b>	This Circular contains information regarding an upcoming Complaint Managers Workshop/Training being offered by SLSWA.
<b>Action:</b>	Club are requested to complete the <a href="#">online booking form</a> prior to 5pm Sunday 27 August 2023 for the 1 or 2 members they wish to attend. Once 40 are registered a wait list will be taken.

On Saturday 2 September 2023, the day of the Member Advisory Forums, Surf Life Saving WA will be offering a Complaint Manager Workshop/Training Course presented by Morgan Lander. Morgan is the Managing Director and founder of Not On my Watch, a consultancy service that has the aim of reducing harm to vulnerable stakeholders whilst assisting organisations with risk mitigation. He is an independent representative on the National Reference Group for Play By The Rules.

Current and newly appointed Club Complaint Managers are welcome to attend and get fully qualified as a Complaints Manager prior to the start of the season. For those wishing to get qualified there is an online component and then the face-to-face session run by Morgan Lander on Saturday 2 September 2023.

The details of the Workshop/Training are as follows;

Date:	Saturday 2 September 2023
Time:	11:00am – 12:00pm (1-hour duration)
Venue:	Surf Life Saving WA, 7 Delawney Street, Balcatta.
Training Prerequisite:	For those wishing to get qualified please complete <a href="#">online component</a> via the Play by the Rules Website (send certificate of completion to <a href="mailto:dsomers@slnwa.com.au">dsomers@slnwa.com.au</a> prior to booking)
Club limit:	Maximum two members per club
Training limit	40 members in total (wait list taken after 40 registered)
Booking:	Via TryBooking – <a href="#">online booking form</a> (close 5pm Sunday 27 August 2023)
SurfGuard Award:	On completion of all components members will be awarded the Complaint Managers Award through SurfGuard.

Clubs are asked to consider the following when selecting members to become a Complaint Manager;

- Consider members who are not Person in Position of Authority (PPA) at the Club
- Consider members who are viewed as approachable and non-biased by the membership of your Club

For further information please contact David Somers on 9207 6666 or email [dsomers@slnwa.com.au](mailto:dsomers@slnwa.com.au)



**James O'Toole**  
Chief Executive Officer