



WOODEN BOAT ASSOCIATION OF QUEENSLAND Inc.

Good Neighbour Policy

1. Objective

The Good Neighbour objective of the Wooden Boat Association of Qld Inc. is to work together with our neighbours and the local community to minimise inconvenience to, and complaints from, residents whose homes or businesses adjoin our Association's facilities

2. Community Liaison Officer (the CLO)

- 2.1 The CLO will be responsible for leading the Association's liaison with neighbours and the local community.
- 2.2 The details for contacting the CLO will be distributed to:
 - The owners of the facilities we use.
 - Our Web Site to enable neighbours and the local community around the facilities we use to contact the CLO.
- 2.3 The CLO will be responsible for liaising with all parties to seek a suitable solution if any issues arise or complaints are received by the Association.
- 2.4 The CLO will work closely with our neighbours, community groups (such as Neighbourhood Watch) and local schools to develop relationships with the community.

3 Complaint Handling

- 3.1 The Wooden Boat Association of Qld Inc. is committed to resolving complaints.
- 3.2 The Association's recognises people's right to complain.
- 3.3 The complaint handling system sets out how to complain, where to complain, and how the complaint will be handled.
- 3.4 The steps taken to respond to a complaint are recorded and will stand-up to scrutiny, except where the need for confidentiality prevails.
- 3.5 People can contact the Association via phone or email to complain to the Association
- 3.6 Contact details are published on the Associations Web page and in the Association's newsletter "The Log."
- 3.7 The Association's Community Liaison Officer will actively assist them with the complaint process.
- 3.8 Complainants and Association Members shall be treated with respect and courtesy.
- 3.9 Complaints are judged on merit and fact.
- 3.10 The Association shall protect the personal information of people making a complaint, and the Association Members are informed only on a 'need to know' basis.
- 3.11 The Association is accountable, both internally and externally, for its decision-



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making and complaint handling performance. It shall provide explanations and reasons for decisions and shall ensure that its decisions are subject to appropriate review processes.

- 3.12 The Association's Committee shall regularly analyse complaints to find ways to improve how the Association operates and how interacts with its neighbours and the community generally. The Association will then implement these changes.

4 Complaint Handling Process

The Association has adopted the following Complaint Handling Process:

4.1 If a person makes a complaint regarding the Association's use of the facilities or its general operations, the complaint will be:

- Registered and acknowledged by the Secretary;
- Referred to the CLO to arrange a date and time for a response to the complainant to be provided by the Association;
- The CLO will provide a response to the complainant no later than the date and time agreed to;
- The CLO will provide a copy of the response to the Secretary who will update the complaint details and keep a formal copy of the response;
- The CLO will advise the Brisbane City Council Community Leasing Unit of the action taken.
- The Association expects the Brisbane City Council Community Leasing Unit to contact the complainant in due course to ensure that the issue has been resolved appropriately.
- If, in the reasonable opinion of the parties concerned, the complaint has not been resolved within a reasonable time frame to the satisfaction of both the complainant and the Association, the Association will record that a community dispute has arisen. The CLO will contact the Brisbane City Council Community Leasing Unit to discuss the options to resolve the issue.
- If the issue is subsequently resolved to the satisfaction of all parties, the Association recognises that the Brisbane City Council Community Leasing Unit may require it to enter into a legally enforceable agreement.
- If the issue is not resolved, the parties may be required to participate in an independent mediation or arbitration process to resolve the dispute.



5. Engaging the Community

The Association takes its community responsibilities seriously. Consequently, it aims to be considerate of those who live and work near the facilities we use. The Association will use a number of communication channels to engage its local community, including:

- Circulating copies of our Calendar;
- Forwarding a copy of the Association newsletter "The Log" to local residents and businesses so they can share in our developments and achievements;
- Inviting neighbours to major events;
- Establishing times the workshop will be used and notifying our neighbours of changes to these times;
- Encouraging our neighbours to become involved with the development of the facility;
- Ensuring vehicles and trailers do not obstruct our neighbours' driveways;
- Ensuring that the layout of our facilities, as they are developed, are reviewed and adjusted, if necessary, to reduce the impact on our neighbours;
- Encouraging our Association members and those visiting us to adopt a good neighbour attitude by being considerate to our neighbours;
- Making our facilities available for use by other community groups;
- Publishing the contact details of our CLO so our neighbours know whom to contact if they have any issues.