

GRV COMPLAINT HANDLING GUIDELINES

Greyhound Racing Victoria (GRV) is committed to meaningful engagement with stakeholders and the general public.

Our Feedback Office aims to improve the overall conduct and performance of greyhound racing by receiving, recording, addressing and learning from feedback, information and complaints about the regulation and management of greyhound racing and welfare in Victoria.

Our process is designed to facilitate GRV receiving complaints and to provide a clear pathway for resolution, where possible. GRV is committed to ensuring that complaints received are handled in a manner which is fair, courteous and respects the privacy of the person making the complaint.

GRV values complaints and feedback and recognise them as assisting to educate us in our commitment to continuous improvement and best practice regulation.

Guiding principles

This policy is based on seven principles.

1. **Commitment** - GRV is committed to resolving complaints, in so as far as is practicable and relevant to our organisation.
2. **Accessibility** - Complaints can be made in several easily accessible ways.
3. **Transparency** - GRV makes it clear how to complain and how the complaint will be handled.
4. **Objectivity** - Complaints are dealt with courteously, impartially, and are assessed on merit.
5. **Privacy** - Complaint information is handled according to our privacy policy.
6. **Learning** - Acting on, learning from and using complaint data helps GRV identify problems and improve our regulatory functions and services.

Making a Report

General complaints are complaints about greyhound racing or the way GRV has done something. This might, for example, be about our policies, procedures, services and behaviour, procurement activity, health and safety matters, syndication management or race day operations.

General Complaints can be made in a range of ways:

- Online form: There is an online Feedback Form located at <https://www.grv.org.au/about-grv/contact-us/feedback-office/>.
- Phone: call the GRV Feedback Office on 03 8329 1100
- Email: comments@grv.org.au
- Mail: Feedback Office, Greyhound Racing Victoria, 46-50 Chetwynd Street West Melbourne VIC 3003

Integrity related complaints are complaints about suspicious activity, greyhound welfare reports or reports of misconduct or other integrity concerns.

Integrity related complaints can also be made in a number of ways:

- 24 Hour Investigations Hot Line (1300 856 109): Separate to our Feedback Office
- Online Form: There is an on-line form located at <https://www.grv.org.au/report-suspicious-activity/>
- Email the concern to notify@grv.org.au
- Direct: Stewards and Investigators at tracks or properties or through the GRV office on 8329 1100 (press 5) and leave a message
- If the matter is URGENT and outside of business hours an On Call Investigator can be contacted on 8329 1100 (press 1)

GRV accepts anonymous complaints and will act on them provided we have received enough information to do so.

Other integrity complaints will be handled by an appropriate person in our Greyhound Welfare & Integrity Unit, including Stewards.

Complaints may also be outsourced or referred to external bodies, such as Victoria Police

Complaints will be triaged through a review, assessment and allocation process with the timeframe for an outcome dependent on what investigation and actions are required.

General Complaints - Timelines

Where possible, the complaint will be immediately assessed and resolved. However, it may not be possible as further information may be needed to ensure proper resolution.

GRV will,

- acknowledge your complaint within 5 business days of its receipt;
- record the details of the complaint in the Feedback Office Register;
- triage complaints to ensure that urgent matters take priority;
- handle the complaint as confidentially as possible; and
- act consistently with our Privacy Statement [[insert link](#)].

GRV aims to resolve complaints within 30 days. Timeframes depend on factors such as the complexity of the complaint, the need for urgent action, the potential impact on an individual and how systemic the issue is.

Where a complaint cannot be resolved within 30 days, GRV will contact the complainant to inform them of the delay and, where possible, provide an estimate of how long the complaint will take to resolve.

Vexatious complaints will not be considered by GRV.

General Complaints - Process

The Feedback Officer will consider the complaint and will seek information from the GRV area or content experts concerned.

Where the complainant is known and further enquiries are needed, GRV will contact the complainant to seek further information.

The Feedback Office may contact the complainant to discuss the outcome of their complaint prior to sending the outcome letter to allow the complainant to ask any further questions and indicate whether their concern has been addressed.

An outcome letter will be provided to the complainant and will advise the complainant of any avenues of review available to them.

If a complainant is not satisfied with the outcome of the complaint, they can ask GRV to review the decision. The complaint will then be escalated to the Executive General Manager Corporate (General Counsel).

General Complaints - Closing the complaint

At the time of closing the complaint the Feedback Office will update the Feedback Office Register and record with the following:

- overview of the complaint and processing;
- the outcome of the complaint; and
- any undertakings or follow up action required.

The relevant GRV area will be informed of the outcome and tasked with implementing any appropriate actions, this may include changes, reviews of or changes to policies/procedures/practices and employee training.

External Review

If you are concerned about the handling of any complaint, there are a range of organisations where you can request an external review. These organisations may include:

- Office of the Racing Integrity Commissioner for integrity related complaints
- Independent Broad-based Anti-Corruption Commission for allegations of corrupt conduct
- Office of the Victorian Information Commissioner for complaints about personal information
- Victorian Equal Opportunity and Human Rights Commission for discrimination, sexual harassment and racial or religious vilification
- Victorian Ombudsman for complaints about the administrative actions including breaches of the *Charter of Human Rights and Responsibilities Act 2006*
- Worksafe Victoria for workplace health and safety issues
- Victorian Government Purchasing Board for supplier complaints about how GRV manages a procurement activity <https://www.buyingfor.vic.gov.au/complaints-management-goods-and-services-guide>