



Complaints Officer Terms of Reference

1. **Authority for Appointment.** The Croquet Australia Complaints officer is appointed under the terms of the ACA Member Protection Policy s14.2.1.
2. **Appointment** The Complaints Officer is appointed by the Board at its meeting following the AGM for the following twentyfour month period. There are no limitations on subsequent reappointment. In the case of a casual vacancy, a person may be appointed to fill the remainder of the term of that appointment.
3. **Responsibilities.** The duties and responsibilities of the Complaints Officer are as laid down in the Croquet Australia Member Protection Policy, s14.
3. **Management**
 - 3.1. The Complaints Officer is responsible to the Board and accountable for all decisions made and actions taken in the performance of their duties.
 - 3.2. The Complaints Officer shall provide reports to the Board as requested and shall, in any case, provide a report for inclusion in the Croquet Australia Annual Report.

Authorisation

Approved by the Board, 14th October 2020

Jim Clement
Secretary to the Board