

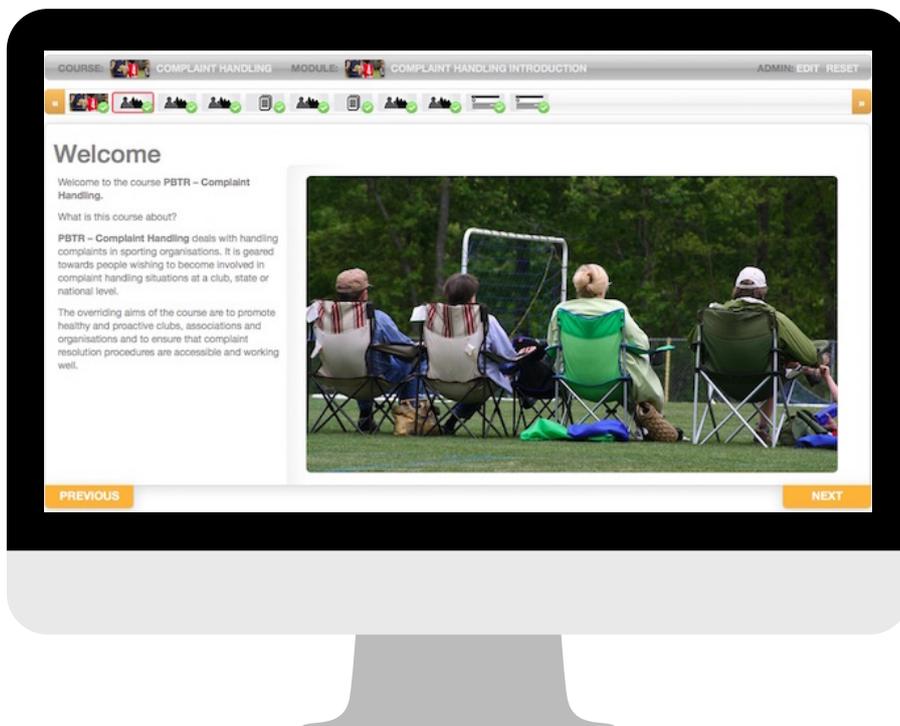
MATCH MANAGER

COMPLAINT HANDLING - ONLINE COURSE



[HTTPS://WWW.PLAYBYTHERULES.NET.AU/ONLINE-COURSES/COMPLAINT-HANDLING-ONLINE-COURSE](https://www.playbytherules.net.au/online-courses/complaint-handling-online-course)

The course is aimed at administrators, coaches, officials and anyone interested in the welfare of sports club, association or organisation members. The course contains ten modules and is designed so that learners can pick and choose the topics of interest to them.



The modules are:

1. Introduction
2. Complain Resolution Procedure
3. Member Protection and the Law
4. Listening and Responding Effectively (Communication Skills)
5. Meeting with a Contact (Complaint Handling – The Starting Point)
6. Ethical and Practical Considerations
7. Nipping it in the Bud (Early Intervention Strategies)