

## Complaint Pathway for Associations and Clubs

This guide supports the management of complaints within your Association or Club, ensuring they are addressed under the appropriate policies, frameworks, or legislation.

If you believe a complaint has not been properly resolved, or there is evidence that the process was not followed, you have the right to escalate the matter in line with your Association or Club’s policy.

For further information, please refer to the [NWA Complaints Framework \(NWA-GUI-41\)](#).

