



## **BRISBANE TABLE TENNIS ASSOCIATION INC**

### **Good Neighbour Policy**

This Policy outlines the Brisbane Table Tennis Association (BTTA) Good Neighbour Policy.

#### **1. COMMUNITY LIAISON OFFICER**

- a. The CEO or Centre Manager will be the nominated Community Liaison Officer (CLO).
- b. Contact details for the CLO will be displayed in the centre.

#### **2. COMPLAINT HANDLING POLICY**

- a. Complaints will be handled in accordance with the BTTA Complaints Policy.
- b. In addition:
  - i. Any complaints referred to the CLO by Council will be responded to by the date agreed with Council;
  - ii. The CLO will inform by telephone the Council Community Liaison Officer of the action taken; and
  - iii. Where issues are not resolved, BTTA will participate in a mediation or arbitration process to resolve the dispute.

#### **3. COMMUNITY LIAISON**

- a. BTTA will ensure that noise levels are kept to a reasonable level at all times.
- b. In general, facility use will begin at 8.00am and end at 10.30pm daily.
- c. For special events where facility use will extend beyond these times, BTTA undertakes to inform neighbours accordingly.
- d. BTTA will keep the grounds tidy, including the removal of litter, at all times.