

## **Complaints Policy**

### **1. Purpose**

The purpose of this policy is to outline how the Centre will manage complaints.

### **2. Responsibilities**

It is the responsibility of the Centre's Board to ensure that this policy is implemented.

It is the responsibility of the Centre's Community Development Officer (CDO) to ensure that the procedures are implemented.

### **3. Principles**

The Centre recognises the right of the Centre users and others to complain when feeling dissatisfied with the services and activities provided by the Centre and wherever possible, to have their complaint resolved.

### **4. Definitions**

Complaint - the expression of dissatisfaction about the Centre's practices, activities, services or programs or about the complaints handling process itself.

A complaint is not:

- a dispute (refer to the Dispute and Conflict Resolution Policy)
- a request for information or a formal request to review a decision or a policy.

### **5. Policy**

We value feedback from those who deal with us because it helps us to improve our customer service practices by revealing areas where we need to change our policies, procedures or behaviours.

The Centre understands that when they have a complaint, most people want:

- to be heard
- to be taken seriously
- to be respected
- to be given an explanation
- to be given an apology, where appropriate; and

- to get action or resolution as soon as possible.

The Centre is committed to ensuring that any complaints we receive are handled in a way that is responsive, fair and courteous and that respects the privacy of the person making the complaint. We also undertake to make sure that we provide reasons for any decisions we make in relation to complaints we receive.

## 6. Procedures

When taking a complaint, staff will record the name and contact details of the person making the complaint, as well as full details of the complaint, including the date and time.

All people making a complaint will be treated fairly and with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, Centre staff will suggest remedies to resolve a complaint immediately. Complaints will still be recorded.

All complaints made, whether verbal or written, will be recorded in the Complaints Register at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

If the complaint can't be resolved immediately, the person will be given a timeframe, a contact person and details of what action will be taken next. Where possible, the staff member taking the complaint details will be the contact person. Details of all communication with the person and any actions to resolve the complaint will be recorded in the same place.

If a complaint cannot be resolved to the satisfaction of the person making the complaint, it should be referred to the CDO and the person will be informed and given an amended timeframe for resolution and new contact details.

If a complaint cannot be resolved to the satisfaction of the person making the complaint, it should be referred to the Board of Management and the person will be informed and given an amended timeframe for resolution and new contact details.

Personal details or details of the complaint will not be divulged to third parties unless the Centre has been given written consent by the person making the complaint.

Complaints which, when assessed, relate to corrupt or improper conduct must be dealt with in accordance with the Centre's Code of Conduct.

Complaints will be monitored by the CDO and the Board of Management to identify any ongoing trends and efforts will be made to resolve ongoing issues.

## 7. References

- Code of Conduct
- Dispute and Conflict Resolution Policy

## 8. Forms or Attachments

- X

## 9. Approvals

|                     | <b>Policy</b>       | <b>Procedure</b>    |
|---------------------|---------------------|---------------------|
| Approving Authority | Board of Management | Board of Management |
| Approval Date       |                     |                     |
| Next Review Due     |                     |                     |