



Complaints Handling Policy

Policy number	52	Version	1
Drafted by	President	Responsible Person	President
Approved by Committee on		Review Timetable	Every 2 years
Review History:			
Date:	1/7/2022	By:	President
Date:		By:	

PURPOSE

This policy is intended to ensure that Gallipoli Barracks Community Centre handles complaints fairly, efficiently and effectively.

This policy provides guidance to Committee Members, employees, volunteers and members who wish to make a complaint on the key principles and concepts of our complaint management system.

SCOPE

This policy applies to all Committee Members, Employees, volunteers on receiving or managing complaints from the public and clients made to or about Gallipoli Barracks Community Centre, regarding the products, services and staff, or the complaint handling process.

POLICY

Gallipoli Barracks Community Centre is committed to fair, effective and efficient complaint handling. An effective complaint handling system must be modelled on the principles of fairness, accessibility, responsiveness, efficiency and integration into organisational culture.

Gallipoli Barracks Community Centre is committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame (as in AS/NZ 10002).

People making complaints will be:

- Provided with information about our complaint handling process and how to access it
- Listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- Provided with reasons for our decision/s and any options for redress or review.

GBCC will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

GBCC accepts anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

GBCC will ensure that information about how and where complaints may be made to or about us is well publicised, on our website (if available). We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, GBCC will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

Early resolution

Where possible, complaints will be resolved at first contact with GBCC. When appropriate GBCC may offer an explanation or apology to the person making the complaint.

Responsiveness

GBCC will promptly acknowledge receipt of complaints.

GBCC will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

GBCC is committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

GBCC will advise people as soon as possible when unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

GBCC will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

Objectivity and fairness

GBCC will address each complaint with integrity and in an equitable, objective and unbiased manner.

GBCC will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

Responding flexibly

Our staff are empowered to resolve complaints promptly and with as little formality as possible. GBCC will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

GBCC will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

Confidentiality

GBCC will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by GBCC as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

TERMS AND DEFINITIONS

Complaint

An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

(AS/NZ 10002:2014)

As well as complaints being made directly to our organisation, remember that some complaints (or at least negative comments) are made on social media.

Complaint handling/management system

All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

Dispute

An unresolved complaint escalated either within or outside of our organisation.

Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling system where a response is not explicitly or implicitly expected or legally required.

Grievance

A clear, formal written statement by an individual staff member about another staff member or a work-related problem.

AUTHORISATION

AM SA

Committee Secretary

Date

01/06/2023





Complaints Handling Procedure

Policy number	52	Version	2
Drafted by	President	Responsible Person	President
Approved by	10/07/2019	Review Timetable	Every 2 years
Committee on			
Review History:			
Date: 14/7/2020		By: Secretary	
Date: 21/9/2022		By: President	

RESPONSIBILITIES

The Gallipoli Barracks Community Centre Committee is responsible for:

- Promoting a culture that values complaints and their effective resolution
- Providing adequate support and direction to employees handling complaints
- Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data

The Employees and volunteers of the Gallipoli Barracks Community Centre are responsible for:

- Treating all people with respect, including people who make complaints
- Assist people to make a complaint if needed
- Comply with our policy and associated procedures
- Provide regular feedback to the Committee on issues arising from complaints
- Implement changes arising from individual complaints and from the analysis of complaint data as directed by the Committee

RECEIVING A COMPLAINT

Unless the complaint has been resolved at the outset, GBCC will record the complaint and its supporting information. We will also assign a unique identifier/number to the complaint file.

The record of the complaint will document:

- Contact information of the person making a complaint and the date received
- Issues raised by the person making a complaint and the outcome/s they want
- Any other relevant information, and
- Any additional support the person making a complaint requires.

GBCC will acknowledge receipt of each complaint promptly, and preferably within 5 working days. When appropriate GBCC may offer an explanation or apology.

Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

ASSESSING A COMPLAINT

After acknowledging receipt of the complaint, GBCC will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

INVESTIGATING A COMPLAINT

After assessing the complaint, GBCC will consider how to manage it. GBCC may:

- Give the person making a complaint information or an explanation
- Gather information about the issue, person or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making the complaint up-to-date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.

DETERMINE OUTCOME AND PROVIDE EXPLANATION

Following consideration of the complaint and any investigation into the issues raised, GBCC will contact the person making the complaint and advise them:

- The outcome of the complaint and any action we took
- The reason/s for our decision
- The remedy or resolution/s that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

DOCUMENT AND ANALYSE DATA

GBCC will keep records about:

- How the complaint was managed;
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
- Any outstanding actions to be followed up, including analysing any underlying or root causes

GBCC will ensure that outcomes are properly implemented, monitored and reported to the committee.

AUTHORISATION



Committee President

Date 1/6/2023