

COMPLAINTS POLICY & PROCEDURE

INTRODUCTION:

RESULTS values feedback, including complaints, as a means of identifying problems and improving systems and processes. As is required by the ACFID Code of Conduct and in alignment with the values of the organisation, RESULTS is committed to ensuring that complaints received from our stakeholders, supporters, members and the wider public are dealt with openly, responsively and in a timely manner. Furthermore, RESULTS seeks to resolve complaints in a way which is satisfactory to all parties concerned.

SCOPE:

This Policy applies to all complaints received by RESULTS from members, supporters, the wider public and other stakeholders concerning the operation, functioning or services provided by RESULTS. This Policy does not apply to representations which debate or challenge the substance of RESULTS policies or programs or complaints solely about the activities of third parties. The Policy does not apply to internal staff related matters. Staff are directed to the *Grievance and Dispute Resolution Policy* for any concerns that are staff related.

POLICY:

As a signatory to the ACFID Code of Conduct, RESULTS will ensure that its complaint handling processes are effective, safe, and accessible to all stakeholders irrespective of their gender, status or background and without prejudice to their future participation.

RESULTS will maintain a formal Complaints procedure to ensure that all complaints are handled in a professional, structured and timely manner which is fair, courteous and respectful of privacy.

All complaints will be recorded, considered and retained formally and any feedback will be used to improve RESULTS services and activities.

RESULTS encourages supporters, stakeholders, or any member of the public who has a concern or issue with any of the RESULTS operation or with an individual staff member or volunteer to make a formal complaint following the procedure set out below.

RESULTS will address all complaints and ensure that complaints are thoroughly investigated and suitable recommendations are implemented.

The complainant will be acknowledged within 2 working days of the original complaint being made and RESULTS aims to have all complaints resolved with the complainant advised of the outcome within 1 month of the original complaint being made. Complainants will be kept informed of the progress of the complaint particularly where delays occur. Written reasons will be provided for decisions made in relation to formal complaints. The complainant will be informed of their right to complain directly to the ACFID Code of Conduct Committee and given their contact details.

Complaints will be treated confidentially and only shared with the personnel who need to have access to the information.

RESULTS will ensure that complaints are investigated impartially and fairly and that there will be no repercussions for the complainant making the complaint.

PROCEDURE:

Informal complaint

Where staff receive a complaint, it is anticipated that the matter can be resolved informally in most cases by the staff member providing further information or clarification at the time the matter is raised.

Formal complaint

If the complainant wishes to make a formal complaint they should put their concerns in writing and forward them to the particular staff member or to the CEO, Ms Maree Nutt. The complainant should clearly identify the issues of concern and give RESULTS all available information in support of the complaint. Complainants must cooperate with any RESULTS inquiries and investigations and agree to treat RESULTS staff with courtesy and respect. Any complaints that are made in a misleading way or vexatiously will be immediately dismissed.

In the event of a formal complaint being made either verbally or in writing, the staff member should inform the CEO who will determine whether the complaint should be handled by the staff member or be handled by either the CEO or a Board member and direct the complaint accordingly.

The complainant will be acknowledged within 2 working days of the complaint being made. All contact with the complainant will be documented for recording purposes. A satisfactory course of action will be agreed upon between the person resolving the complaint and the complainant within 5 days of the complaint being made.

Once the matter is resolved satisfactorily and fully documented for recording purposes the complainant will be advised of the outcome (within 1 month of the complaint being made).

If the issue remains unresolved, the matter will be referred to the CEO for resolution. If the complainant is not satisfied with the resolution by the CEO, the complainant may wish to directly approach the ACFID Code of Conduct Committee for resolution.