



POLICY

COMPLAINTS POLICY

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1. Purpose

The Trentham Neighbourhood Centre (TNC) welcomes comment and feedback on the programs, services and facilities it provides.

This Policy outlines how any complaints received relating to the activities of the TNC, its staff, volunteers, programs, services or facilities, are responded to and managed to ensure fair and transparent dealings with our members and consistency of approach.

2. Definition

A complaint is any genuine expression of dissatisfaction in relation to the activities of the TNC, its dealings with members, users and partners, or actions of TNC staff or volunteers, that has an impact on a TNC member, user or partner.

3. Process

Complaints may be received via email, by phone, in person, or via the TNC website.

Complaints are to be registered in the Complaints Register with all relevant details including any actions taken and the date of resolution. The Complaints Register and copies of any correspondence and supporting documents are to be filed in the Complaints Folder in Sharepoint.

All complaints are to be acknowledged in writing within 2 business days of receipt. Where a complaint can be resolved immediately to the complainant's satisfaction, acknowledgement does not need to be provided.

Complaints are to be fully investigated and should be considered independently, fairly and objectively.

The privacy of the complainant and any other parties noted in the complaint should be maintained where possible.

Complaints are to be resolved and the complainant notified of the outcome within 14 days. If the complaint cannot be resolved within 14 days, the complainant is to be notified and a new time frame agreed, with regular updates to be provided.

An update on any complaints received is to be provided to the Committee of Management in the monthly Manager's report.

## 4. Escalation

Where a complaint has not been resolved to the satisfaction of the complainant it must be referred to the TNC Committee of Management for oversight and management.

Where the complaint relates to a breach of TNC Policy, misconduct or unethical behaviour, or would have an impact on the reputation of TNC, it must be referred to the TNC Committee of Management for oversight and management.

## 5. Mediation

Where the complaint cannot be resolved by the Committee of Management to the satisfaction of the complainant, a mediator is to be appointed in line with the requirements set out in sections 29 – 30 of the Rules of Association.

## 6. Records

All records relating to complaints must be maintained for a period of 7 years after the complaint has been resolved.

## 7. Related Policies and Legislation

- TNC Rules of Association
- Associations Incorporation Reform Act 2012
- Code of Conduct