



POLICY

Complaints and Grievances Policy

Contents

1. Purpose ..... 1
2. Policy Statement ..... 1
2.1 Complaints..... 1
2.2 Grievances ..... 2
3. Recording & Reporting ..... 2
4. Scope ..... 2
5. Commitment ..... 2
6. Related Policies..... 2

1. Purpose

This policy outlines how complaints or grievances relating to the Trentham Neighbourhood Centre (TNC), its committee, volunteers, staff or courses are managed.

2. Policy Statement

The TNC welcomes comment and feedback on the service and facilities it provides.

2.1 Complaints

2.1.1 Any complaints received will be noted by the Manager in the office Day Book, and the matters raised by the complainant investigated by the Manager.

2.1.2 The complainant will be kept advised by the Manager of the outcomes of the investigation.

2.1.3 If the complainant remains unsatisfied with the Manager's response, the complainant will be requested to put the matter in writing and the complaint will be referred to the Committee of Management. At this point, the Committee of Management will undertake to settle the dispute according to Division 3 of the Trentham Neighbourhood Centre Rules of Association, 'Disputes and Mediation.'

## 2.2 Grievance

2.2.1 In the first instance the Manager will attempt to resolve the grievance with the concerned party.

2.2.2 If the situation is not resolved then the Executive of the Committee of Management will undertake to settle the dispute according to Division 3 of the TNC Rules of Association concerning 'Grievance procedures'.

## 3. Recording and Reporting

The Manager shall record the outcomes of any complaint on the Incident Report form and file this in the Complaints Folder. The Manager shall bring any complaint to the attention of the Secretary prior to each regular meeting of the Committee.

In the case of grievances, the events and correspondence will be recorded by the Executive and provided to the Manager to be filed in the Complaints Folder.

## 4. Scope

This policy applies to all complaints and grievances, including (but not limited to) complaints of bullying or harassment or discrimination.

## 5. Commitment

TNC recognises the importance of addressing complaints and grievances judiciously and promptly in order to meet its responsibility to staff, volunteers and participants. TNC aims to support all parties involved in this process.

## 6. Related Policies

- Relevant Government Legislation
  - Associations Incorporation Reform Act 2012
- TNC policies
  - Rules of Association