

Program and Services
HACC Standard 6
AQTF Standard 1
Review Date:

Policy Number: PS5
Number of pages: 4
Attachments: 2

POLICY REGISTER

Subject: Complaints

Primary Responsibility:

Board members and staff

Policy Statement:

WSCF welcomes feedback on the services it provides and the way in which it manages its resources. All complaints received will be accepted and handled in an appropriate, timely and fair manner. Complaints will be handled with respect and confidentiality. WSCF will endeavour to protect complainants and other people who provide information, from any reprisals or victimisation which may result from making the complaint.

Procedure

1. This policy will be promoted by:
 - The prominent display of WSCF's Complaints Procedure in WSCF website and training rooms for easy viewing.
 - The availability of WSCF's Complaints Procedure at all Learning and Development events.
 - The provision of information of WSCF's Complaints Procedure to all members upon joining the organisation or on request.
 - The provision of information about WSCF's Complaints Procedure to client organisations at the initial engagement with WSCF.
 - If a member or client organisation informs a WSCF staff member or Board member they are dissatisfied with the service, the Complainant will be provided with a copy of WSCF's Complaints Procedure either in writing or verbally as required.
2. Complaints will be accepted either in writing or verbally. Anonymous complaints will not be accepted. Complaints will be received from advocates on behalf of the client organisation where the organisation's name is revealed.
3. All staff and Board members involved in handling complaints will treat all information as confidential. Documents used in the process of resolving

any complaints will be distributed on a need-to-know basis. The outcome of the investigation will only be given to people who need to know.

4. Any staff or Board member can receive a complaint. All complaints will be recorded on a Complaints Form (attached). If the complaint is made verbally, the staff person or Board member will complete the Complaints Form in as much detail as possible.
5. All written complaints will be reported to the Executive Officer. All Complaints Forms will be forwarded to the Executive Officer.
6. The Executive Officer shall inform the Board at its next meeting of the receipt of a complaint and the progress towards resolving the complaint.
7. The Executive Officer will keep all Complaint Forms in a Complaints File. The Complaints File will be kept in a secure place.

Complaints Procedure:

1. The Executive Officer will seek to resolve minor or less serious complaints informally as quickly as possible. Members and client organisations will be invited to proceed to a formal complaint process if they feel the complaint should be brought to the attention of the Board or they are unhappy with efforts to resolve the issue.
2. The completed Complaints Form will be handed to the Executive Officer within two (2) working days of receipt.
3. If, in the view of the Executive Officer a Complaint relates to "notifiable" or criminal behaviour the appropriate investigative department will be informed immediately.
4. The Executive Officer will seek to resolve the Complaint as follows:
 - Identify the cause of the Complaint within five (5) working days;
 - Discuss with the Complainant how they wish the Complaint to be resolved;
 - Inform the Complainant in writing within ten (10) working days of the resolution proposed by WSCF;
 - Implement the proposed action, if agreeable with the Complainant; and
 - Review the Complaint one (1) calendar month after the proposed action to ensure the Complaint has been resolved.
5. If the Complaint cannot be resolved internally, an independent mediator may be appointed. The cost of the mediator will be jointly met by the WSCF and the Complainant, under normal circumstances.

6. Nothing in this Policy prevents members or client organisations seeking outside assistance to resolve their Complaint.

Amended by the Board on:

CROSS REFERENCE

- PS1 Client Charter
- GP3 Code of Practice Policy
- SE2 Equal Employment Opportunity Policy
- SE5 Volunteer & Student Placement Policy
- SE1 Recruitment Policy
- Harassment Policy



Complaints Investigation Form

Date: ___ / ___ / ___

Time: _____ am / pm

Name of Person Completing Form: _____

Signature: _____

Name of Complainant: _____

Address: _____

Telephone (H) _____ **(W)** _____

Staff **Client** **External service provider** **Other, specify.....**

Complaint Received by:

Name: _____ *Position:* _____

Method of Complaint: *In Person* *In Writing* *Telephone*

Other (please specify): _____

Complaint Made in Relation to:

Name: _____

Staff **Client** **Other, specify**

Details of the Complaint: *(If complaint in writing attach to Form)*

Where did the Complaint Arise?

POSSIBLE SOLUTIONS:

- 1. _____
- 2. _____
- 3. _____

ACTION / SOLUTION CHOSEN:

OUTCOME:

Complainant Notified of Outcome in Writing on: ___ / ___ / ___

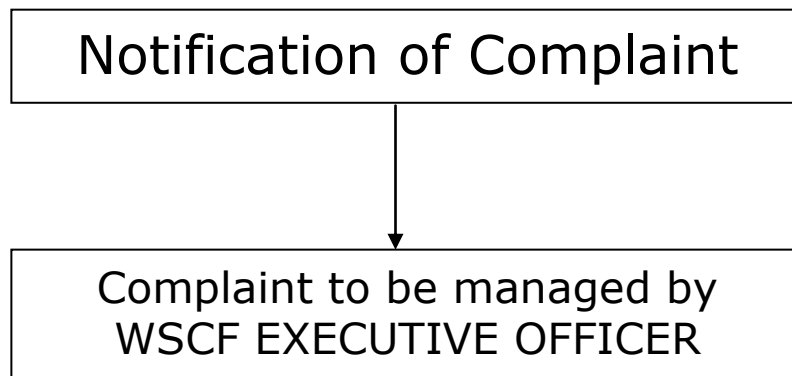
Signature: _____

Position: _____

Date: ___ / ___ / ___



COMPLAINTS PROCEDURE



- Step 1 Assess the complaint by establishing facts and cause of complaint (within 5 working days)
- Step 2 Discuss with Complainant potential solutions
- Step 3 Notify Complainant of course of action decided upon (Within 10 working days)
- Step 4 Implement action, if agreed by Complainant

 If the issue is unresolved, matter may be referred to an independent mediator
- Step 5 Review whether action has resolved complaint (within one calendar month)



COMPLAINTS PROCEDURE (EXTERNAL AND INTERNAL)

Minor Complaints

The Operations Manager will seek to resolve minor or less serious complaints informally as quickly as possible.

Minor Complaints will be accepted either in writing or verbally. Anonymous complaints will not be accepted.

Inform EO of matter

All staff and Board members involved in handling complaints will treat all information as confidential.

Members and client organisation will be invited to proceed to a formal complaint process if they feel the complaint should be brought to the attention of the Board or they are unhappy with efforts to resolve the issues.

Formal Complaints

The completed Complaints Form will be handed to the Operations Manager (OPM) within two (2) working days of receipt.

If, in the view of the OPM, (in consultation with the EO), a complaint relates to “notifiable” or criminal behavior the appropriate investigative department will be informed immediately.

The OPM will seek to resolve the complaint as follows:

1. identify the cause of the complaint with five (5) working days
2. Discuss with the complainant how they wish the complaint to be resolved
3. Inform the complainant in writing within ten (10) working days of the resolution proposed by WSCF
4. Implement the proposed action, if agreeable with the complainant
5. Review the complaint one (1) calendar

If the complaint cannot be resolved internally, an independent mediator may be appointed. The cost of the mediator will be jointly met by the WSCF and the Complainant, under normal

Nothing in this Policy prevents members or client organizations seeking outside assistance to resolve their complaint.