

FACTS SHEET: FLOW CHART FOR COMPLAINTS



COMPLAINTS PROCEDURE (EXTERNAL AND INTERNAL)

Minor Complaints

Clients make initial contact with a member of WSCF Board or Staff. All Staff will seek to resolve minor or less serious complaints informally as quickly as possible.

Minor Complaints will be accepted:
Through personal contact with WSCF
Or in writing or verbally.
Anonymous complaints will not be accepted.

Inform Complainant that assistance is available if they need:

1. An interpreter or resources to make the complaint.
2. Advice on support person can assist in the process if the client would like this.
3. Information re preferred venue, timing and access issues.

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 Executive Officer (EO) within two (2) working days of receipt.

If, in the view of the EO, a complaint relates to "notifiable" or criminal behavior the appropriate investigative department will be informed immediately.

The EO 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 month after the proposed action to ensure the complaint has been resolved.

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

NB: Nothing in this Policy prevents members or client organizations in any stage of the complaint process of seeking outside assistance to resolve the matter, i.e. Ombudsman – Contact details: Phone 02 92861000 Toll Free: 1800 451 524
Website: www.ombo.nsw.gov.au (Online Complaints Form) Email: nswombo@nsw.gov.au
Definition of Grievance: When a person feels they have been unfairly treated in work matter.