



COMPLAINT HANDLING PROCEDURE

Any staff member, tutor or volunteer who has a complaint and/or receives a complaint should encourage the complainant to approach the manager who will determine the level of severity. The complaint can be done in writing, in person or via the telephone.

The Manager will strive to resolve all complaints within two weeks. Written complaints will be acknowledged promptly.

All complaints made, verbal or written, will be recorded at the time of the complaint or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details and provided to the Manager for record keeping.

THE PROCESS

Step 1 – Complete the HNCH Complaint Form

When taking a complaint, staff should record all details as per HNCH 'Customer Complaint Form'. Details of all communication with the complainant and any action taken to resolve the complaint will be recorded on the same form.

Step 2 – Ensure all details of complaint are collected

Ask the complainant for the full story, including what happened step by step. Take notes, using the complainant's own words. Allow the complainant to bring a support person to the interview if they wish to do so. Ask the complainant to check your notes to ensure that your record of the conversation is accurate and reflects the situation as they see it.

Step 3 – Interview all parties

The manager conducting the investigation will interview separately all those directly concerned, allowing the offender to respond. Allow them to bring a support person to the interview if they wish to do so. Listen carefully and keep records of the investigation.

The Manager will determine the appropriate action based on the evidence collected.

If a complaint cannot be resolved by the above process, it should be referred to the President of the HNCH Board of Governance and the complainant will be informed and given an amended timeframe for resolution.

If the matter remains unsolved it may be referred to Fair Work Commission (FWC) if appropriate or to an agreed independent mediator for further mediation, conciliation and if unresolved, arbitration not less than one month after original notification of the dispute or grievance. The parties agree that FWC or the independent arbitrator shall have all the necessary powers to require any person/s or documents to be produced that will assist in the resolution of these matters.

At conclusion of the process, the outcome will be discussed with all parties involved to ensure an effective resolution is found. The manager will then file the appropriate paperwork in 'Complaint's folder' in Managers office and save a copy online. All complaints are to be forwarded to the HNCH President of the Board of Governance.



In the event the complaint cannot be resolved to the complainant's satisfaction, the Manager will inform them about where to take further action.

Approved by the Board of Governance on /.... /....

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Signature

Review date /.... /....

This policy last updated 2017



COMPLAINT FORM

Received by: _____ Date: _____

Name of person lodging complaint: _____

Contact details: _____

Details of complaint (or attach document): _____

Description of actions taken: _____

Further action required: _____

Comments: _____

Complaint closed by: _____ Date: _____