

Alexandra Community Hub

Complaints Policy

Policy No: 5

Policy:

Alexandra Community Hub (ACH) will address complaints and resolve disputes efficiently and effectively and will provide a documented mechanism for handling complaints and disputes in a consistent manner. All complaints will be viewed as an opportunity for improvement. This policy also extends to third parties delivering services on behalf of ACH.

Procedure:

1. Encourage all stakeholders to discuss any concerns with staff at all stages of their involvement with ACH to avoid small issues becoming substantial complaints.
2. Ensure all non-formal attempts are made to resolve the issue. This may include advice, discussions, and general mediation in relation to the complaint. Any staff member can be involved in this informal process.
3. Inform the parties that any information obtained in the conduct of the complaint review is confidential.
4. Advise the complainant to complete a Complaints Form to formalise the complaint if non-formal attempts fail to resolve the issue, providing assistance if required.
5. Record complaint in the Complaints and Appeals Log to enable monitoring.
6. Refer formal complaint to Executive Officer or the Committee of Management who will attempt to resolve the complaint as quickly and confidentially as possible by arranging a meeting of the parties to the dispute. The complainant is entitled to nominate a representative to be present during these discussions.
7. Ensure that the complaint is acknowledged in writing within 30 days and if possible, resolve the dispute within 7 days after it has been brought to the attention of all parties.
8. Should ACH expect the resolution to take longer than 60 days
 - a. Inform all parties in writing including reason for length of time required
 - b. Keep all parties informed of progress
9. Advise the complainant of the outcome of the complaint.
10. If all parties are still not satisfied they have a right to appeal according to the appeals policy.
11. Ensure all follow up action is logged in the Complaints and Appeals log. This will assist with the prevention of recurrence and contribute to the continuous improvement process.

Related Legislation

Victorian Equal Opportunity Act 2010

Victorian Disability Act 2006

Commonwealth Disability Discrimination Act 1992

Related Standards for RTOs 2015

Standard 6

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Version	Original	1	2	3	4	5	6	7	8
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Related Documents

- Complaints Form
- Complaints and Appeals Log
- Complaints Flow Chart

Related Policies

- Equal Opportunity Policy
- Disability Policy
- Appeals Policy

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