



**Torquay
Community
House**

respect • equality • inclusion

Grievance/Complaints Policy

Approved/effective date	151020
Due for review	151023

Introduction

The Torquay Community House Board of Governance aims for a high standard of participant, staff and volunteer satisfaction, and as such acknowledges all participant, staff and volunteer feedback – both positive and negative. Participant, staff and volunteer feedback will be sought through a range of methods including the evaluation process undertaken at the end of each program offered, annual staff appraisals and reviews and volunteer evaluations. This policy also covers a complaints procedure for all participants, staff and volunteers of the Torquay Community House.

Purpose

It is the objective of this policy to ensure that grievances and/or complaints both external and internal including participants, staff and volunteers are taken seriously, dealt with in a respectful and equitable manner and are resolved fairly, confidentially and quickly by negotiation and discussion between the parties. The Centre is committed to open, fair and constructive resolution of difficulties where all parties are heard and treated equally, good relationships are maintained as far as possible and a positive result is achieved for all parties.

Procedures

Those involved should attempt to resolve all verbal and/or written complaints initially through discussion and conciliation. All complaints are to be referred to the coordinator, if the complaint is about the coordinator then it is to be referred to the Chairperson of the Board of Management.

Complaints can often involve misunderstandings or communication breakdowns which can be resolved quickly by the coordinator to the satisfaction of the individual with no further action required.

Serious allegations will be addressed within 24 hours, and in the instance of a serious complaint about a worker or committee person, that person shall not have contact with the individual making the complaint.

Torquay Community House maintains a register of complaints that which will allow identification of the following issues:

- Submission date of complaint
- Nature of complaint
- Date/s when cause of complaint occurred
- Proposed action/process agreed upon
- Timeline for action

The privacy and security of such information should be ensured.

If unresolved, the complaint is to be made in writing to the Coordinator addressed by them in accordance with the Grievance/Complaints Policy. If the grievance is against the Coordinator, the written complaint is to be addressed to the Chairperson of the Board of Management and marked "Confidential".

If the parties are unable to resolve the dispute amicably, then the parties must within ten [10] days hold a meeting in the presence of a mediator. Both parties should agree on the choice of mediator, who can be either the Coordinator of the Centre, the Chairperson or other member of the Board of Management, or an independent mediator chosen by agreement between each party involved.

All applicants shall be given the opportunity to formally present their case to the mediator.

- The mediator cannot be a member who is party to the dispute.
- The parties to the dispute must in good faith attempt to settle the matter by mediation.

The mediator, in conducting the mediation must:

- give the parties to the mediation process every opportunity to be heard
- allow due consideration by all parties of any written statement submitted by any party
- ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
- The mediator must not determine the dispute.

Appeals

Upon completion of a resolution process for a complaint or grievance, the participant, staff member or volunteer may wish to dispute the outcome of a resolution and seek a reassessment. All appeals are requested to be submitted in writing to the Chairperson of the Torquay Community House Board of Management.

Responsibilities

It is the responsibility of the Torquay Community House Board of Management to ensure that these procedures are followed.

The Co-ordinator shall be responsible for reporting to the Torquay Community House Board of Management any grievances/complaints received within 7 days.

Further information and related documents:

Fairwork Australia www.fwa.gov.au
Worksafe Victoria www.worksafe.vic.gov.au
Torquay Community House Access and Equity Policy
Torquay Community House Volunteer Policy
Torquay Community House Rules of Association
Torquay Community House Register of Complaints