

Grievance/Complaints Policy

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Introduction

The Alphington Community Centre Committee 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 Alphington Community Centre.

Purpose

This policy is intended to ensure that all participant, staff and volunteer complaints and/or grievances will be taken seriously and dealt with in a respectful and equitable manner, making every effort to reach an outcome acceptable to all parties.

Authorisation

The Alphington Community Centre Committee of Management adopted this policy for 2013.

Review Date

This policy shall be reviewed on or before September 2016.

Procedures

Those involved should attempt to resolve all verbal and/or written complaints initially through discussion and conciliation.

Alphington Community Centre maintains a register of complaints 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
- Names of all parties involved in process
- The privacy and security of such information should be ensured.

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 Committee of Governance, or an independent mediator chosen by agreement between each party involved.

All applicants shall be given the opportunity to formally present his or her 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 Alphington Community Centre Committee of Governance.

Responsibilities

It is the responsibility of the Alphington Community Centre Committee of Governance to ensure that these procedures are followed.

The Co-ordinator shall be responsible for reporting to the Alphington Community Centre Committee of Governance any grievances/complaints received within 7 days.

Evaluation

- * Is the policy being successfully implemented?
- * Have any implementation issues occurred which need to be referred to Committee of Governance?

Further information and related documents-

Fairwork Australia www.fwa.gov.au
Worksafe Victoria www.worksafe.vic.gov.au
Alphington Community Centre Access and Equity Policy
Alphington Community Centre Privacy Policy
Alphington Community Volunteer Policy
Alphington Community Centre Constitution

Ratified by the Alphington Community Centre Inc. Committee of Governance –

Date: **24/06/2013**

Signed by: _____
-----, Chairperson