



# TRARALGON NEIGHBOURHOOD LEARNING HOUSE

11-13 Breed Street

TRARALGON VIC 3844

ABN 75 802 913 904

Reg. No. A8790

## COMPLAINTS HANDLING POLICY & PROCEDURE

### DOCUMENT CONTROL

Policy and Procedure Title:	Complaints Handling		
Version Number:	1	Approved by:	Committee of Management
Date Ratified:	22/08/2022	Review Date:	22/08/2025

### Rationale

TNLH aims for a high standard of participant, staff, and volunteer satisfaction, and actively seeks and encourages all participant, staff, and volunteer feedback – both positive and negative. Participant, staff and volunteer feedback is sought through a range of in/formal methods:

- Participant
  - the evaluation process undertaken at the end of each program
  - Feedback forms and box available to all participants
- Staff
  - annual staff appraisals and review
- Volunteer
  - Affirmations/ improvements
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This document covers a complaints procedure both formal and informal, for all participants, staff, and volunteers of TNLH.

### Purpose

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

### Audience

All participants, carers, staff, volunteers of TNLH

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## Responsibilities

### Staff/volunteers

- All staff/volunteers must be open to assisting participants voice concerns and complaints and access the complaints process

### TNLH Manager

- It is the responsibility of TNLH Manager to ensure that these procedures are followed. The Manager shall be responsible for reporting to the TNLH Committee any complaints received as soon as practicable.
- If a participant's complaint indicates they are in immediate social, emotional, or physical danger, the TNLH Manager will take immediate corrective action and report this to the TNLH Committee. The complainant will then be encouraged to work through the complaints process.
- will investigate and record the complaint and liaise with appropriate staff if necessary to ensure all the facts are considered.
- Ensure that the complaints register is kept current

### TNLH Committee

- Will ensure that the Complaint Handling process is followed and that all parties receive natural justice.
- Appoint an appropriate member of the committee as mediator if needed.
- work with the Manager, particularly through any disciplinary matters which may arise from a complaint.

### Mediator

- give the parties to the mediation process every opportunity to be heard with respect
- allow due consideration of and response to any written statement submitted by any party, by all parties
- ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
- Remind support people of the nature of their role.
- Not determine the dispute but facilitates resolution.

### Complaints register

All staff members should record informal complaints and outcomes in the Complaints Register for continuous improvement purposes. TNLH will maintain a confidential and secure Complaints register of reported complaints which will include:

- Date of complaint
- Nature of complaint
- Names of parties involved
- Date/s when cause of complaint occurred

- Proposed action/process agreed upon
- Timeline of action

## PROCEDURES

### Step 1

#### Informal

Parties to the complaint should be encouraged and where necessary, supported to attempt to resolve complaints personally, initially through discussion and conciliation

### Step 2

#### Formal

If the parties are unable to resolve the dispute amicably, they may, lodge a formal complaint with the TNLH Manager or Committee. Contact can be made to [manager@tnlh.org.au](mailto:manager@tnlh.org.au) or [committee@tnlh.org.au](mailto:committee@tnlh.org.au) or via Neighbourhood Houses Network Manager, Antonia Halloran-Lavelle [antonia@nhg.org.au](mailto:antonia@nhg.org.au)

Generally, within ten [10] working days of lodging a formal complaint, a formal meeting for all parties in the presence of a mediator, with parties to the dispute encouraged to bring a support person. The parties to the dispute are encouraged in good faith attempt to settle the matter by mediation. All parties should agree on the choice of mediator, who can be: the Centre Manager, the Chairperson or other member of the Committee.

### Step 3

#### Formal

Upon completion of a resolution process of a complaint, one or more parties may wish to dispute the outcome and seek a reassessment. All appeals are to be submitted in writing to the Chairperson of TNLH Committee of Management. The Committee will respond within 10 working days and may arrange:

- Further mediation with a change of mediator if necessary
- A refund of fees paid
- Or other acceptable solutions as agreed upon by all parties.

If not satisfied with the outcome, the complaint may be taken further to:

- Department of Families, Fairness and Housing
- Regional Office of Adult, Community and Further Education
- Consumer Affairs Victoria