

Complaints Management Policy

1 Purpose

This policy outlines how Greater Shepparton Lighthouse Project (GSLP) receives, acknowledges, and manages complaints.

2 Scope

This Policy applies to all GSLP employees, volunteers, Board members, interns, trainees, contractors, consultants, and other workers, both paid and unpaid (henceforth referred to as GSLP workers) who receive or handle complaints. This policy may operate alongside the Disciplinary Action Policy or Grievance Resolution Policy.

Child Safety Incidents are excluded from this policy and should follow the reporting process outlined in the Child Safety Policy and Code of Conduct.

3 Introduction

GSLP strives to deliver the best quality services possible to meet the needs of our clients and the community. It is recognised that, from time to time, participants, community members, or other stakeholders may be dissatisfied with the services provided by GSLP or its workers, identify opportunities to improve the quality of GSLP services and programs, or otherwise have feedback for GSLP.

GSLP welcomes and encourages feedback, including complaints, with a view to improving the quality of services provided. This feedback, however received, provides the opportunity to build our relationships with our clients, partners and other stakeholders, and enables us to take on opportunities to improve the quality of our services and programs.

GSLP commits to:

- Ensuring that clients, upon engagement with GSLP programs and services, are provided information on sharing feedback and submitting complaints in accordance with this policy;
- Taking all complaints seriously in accordance with the principles of natural justice;
- Maintaining appropriate privacy and confidentiality when managing complaints;
- Thoroughly and objectively assessing complaints;
- Giving due regard to the complainant's rights, including ensuring that lodging a complaint does not limit in any way an individual's ability to access GSLP services;
- Acknowledging, assessing, acting upon and responding to complaints in a timely manner;
- Developing and implementing appropriate management plans to address complaints;
- Recording complaints and actions taken in a Feedback Register; and

- Providing aggregated data on feedback and complaints to the Board for assessment of learnings and opportunity to make changes to programs and services.

4 Complaints management process

4.1 Receiving complaints

Complaints may be lodged via telephone, face-to-face, email, letter or other form of communication. Complaints must be immediately reported to the relevant Program Coordinator who records the details and stores them in a secure location.

4.2 Acknowledging complaints

The Program Coordinator must notify the Executive Officer as soon as practicable. Within 5 business days of the complaint being received, the Executive Officer or a delegated representative will contact the complainant via telephone, email or letter to advise:

- That the complaint is being assessed and followed up;
- What the complaint management process is and the steps they can expect;
- That the complaint will have no impact upon their ability to access services currently or into the future; and
- The timeline that is being worked towards and when they can expect updates or notification of the outcome of the complaint assessment.

4.3 Managing complaints

The Executive Officer reviews the details of the complaint, assesses its nature, and works with relevant GSLP workers to develop and implement an appropriate management plan to address the complaint.

The complaints management plan and actions taken are recorded and stored with the details of the complaint in a secure location.

Within 15 business days of the complaint being received, the complainant must be advised in writing:

- The outcome of the complaint assessment;
- The actions taken to address the complaint; and
- Options to seek further advocacy or escalation, where appropriate.

From time to time, this timeline may require extension due to the nature of the complaint and/or assessment required. GSLP commits to providing minimum monthly updates to the complainant should this be the case.

On occasion, where confidentiality applies and is appropriate in the circumstances, such as if the complaint relates to a GSLP worker, the complainant may not receive full details of the actions taken to address the

complaint. However, the complainant will be advised that GSLP are taking/have taken appropriate management actions to address their concern.

5 Accountabilities

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| <i>GSLP worker receiving the complaint</i> | <ul style="list-style-type: none"> • Take details of the complaint from the complainant in writing • Notify the relevant Program Coordinator immediately |
| <i>Program Coordinator</i> | <ul style="list-style-type: none"> • Records details of the complaint • Notify the Executive Officer as soon as practicable |
| <i>Executive Officer</i> | <ul style="list-style-type: none"> • Review the complaint and respond to the complainant within 5 business days (or delegate to an appropriate person to complete this step) • Assess the complaint and develop an appropriate management plan • Notify the complainant of the outcome of the complaint assessment within 15 business days of receipt, or provide monthly status updates if applicable |

6 Process

| <i>Process step</i> | <i>Detail</i> | <i>Responsibility</i> |
|---|---|---|
| Receive complaint | <ul style="list-style-type: none"> • Take details of the complaint from the complainant in writing • Notify the relevant Program Coordinator immediately | GSLP worker |
| Record complaint | <ul style="list-style-type: none"> • Records details of the complaint • Notify the Executive Officer as soon as practicable | Relevant Program Coordinator |
| Acknowledge complaint | <ul style="list-style-type: none"> • Contact the complainant within 5 business days and notify of the complaints management process | Executive Officer or their delegate |
| Develop complaint management plan | <ul style="list-style-type: none"> • Assess complaint and develop an appropriate management plan to address the complaint • Implement the complaint management plan | Executive Officer and other relevant GSLP workers |
| Notify complainant of outcome of assessment | <ul style="list-style-type: none"> • Notify the complainant of the outcome of the complaint assessment within 15 business days of receipt, or provide monthly status updates if applicable | Executive Officer |

7 Related documents

- [Grievance Resolution Policy](#)
- [Disciplinary Action Policy](#)

8 Document history

| Version | Date approved | Summary of changes | Approved by | Version author | Next review date |
|---------|---------------|---------------------------|-------------------|-------------------|------------------|
| 1.0 | April 2018 | New policy | Executive Officer | Executive Officer | April 2019 |
| 2.0 | Feb 2024 | Review of existing policy | GSLP Board | HR Consultant | Feb 2026 |