

Complaints Resolution Policy

These complaints procedures and process are designed to:

1. Recognise the complainants' right to comment or complain;
2. Provide a fair, efficient and accessible process for resolving complaints, and
3. Monitor complaints with a view to identifying areas for improvement in the quality of services provided.

Definitions

Complainant – any person or organisation who comments or makes a complaint. This may include an employee, volunteer, resident, convention attendee, contactor, employee of contractors or other person.

Grievance - any expression of dissatisfaction with a service provided. This may include the level, quality and timeliness of any service or communications however, no specific action is required other than information given.

Complaint - any grievance where the person is not satisfied with the information given and further action is required by staff. This may include referral to the Chief Executive Officer (CEO).

Dispute - any complaint where a person is not satisfied with previous information given and requires referral to the CEO or Chairman of the Board.

Commitment

Belgrave Heights Convention (BHC) Board of Directors, Management and staff are fully committed to the fair and efficient resolution of complaints by any person or organisation. BHC will actively encourage feedback from complainants and at all times acknowledge their right to complain, making the process as accessible and simple as possible. All complaints will be dealt with in a non judgemental manner.

Fairness

BHC recognises the need to be fair to both the complainant and the organisation or person against whom the complaint is made, therefore our process will be based on:

1. The complainant has the right to be heard;
2. The complainant has the right to provide and request all relevant material to support any complaint;
3. The complainant will be informed of the criteria and processes applied and that a complaint will be reviewed by an independent body where appropriate;
4. The complainant will be informed of the response to their complaint and of the decision and the reason for the decision;
5. The person or organisation about whom the complaint is made has the right to any detail required to properly investigate and respond to the complaint and to be informed of the decision and the reason for the decision.

Access and Responsiveness

1. Wherever possible, the staff member who is the first point of contact will resolve the complaint. If possible, the matter will be resolved promptly by providing appropriate advice. When this is not possible, the staff member will provide an explanation of the steps being taken to address the complaint and the probable time these steps will take.
2. When the nature of the complaint requires a higher level of authority, the staff member attending to the matter will refer the complaint without delay to an appropriate Supervisor or Manager.
3. A complaint is automatically referred to a Supervisor or Manager if:
 - a) It becomes obvious that the staff member cannot provide the complainant's desired outcome;
 - b) The complaint becomes complex;
 - c) The facts are in dispute and require investigation;
 - d) Questions of precedent for BHC become involved;
 - e) Disciplinary action is a possible outcome.
4. The complaint will be acknowledged promptly if it cannot be immediately resolved. This may be a verbal or written communication depending on the nature of the complaint and how it was conveyed to BHC.
5. If a member is not satisfied with the response provided, they may have the complaint referred to the CEO.
6. If the complaint is not resolved at this level, the member may write to the Board of Directors requesting a further review.
7. If the complaint is not resolved at this level, the complainant is to be made aware of their right to access PeaceWise (the nominated independent arbitrator).

Remedies

BHC will always apply a remedy to the complaint that is fair and efficient to all parties in the circumstances. The remedy may include:

1. refund of charges;
2. information;
3. referral to an independent body such as PeaceWise;
4. an apology;
5. an adjustment of a benefit payment;
6. compensation; or
7. another remedy not covered above.

Complaint Monitoring

1. The reason for a complaint, the progress and final outcome are recorded in a complaints register;
2. A complaint will be categorised as a grievance, complaint or dispute for recording purposes;
3. All complaints will be monitored and systemic or recurring problems reported as part of the ongoing risk management reviews.

Accountability

All BHC staff accept responsibility for effective complaints handling. The CEO has the responsibility of ensuring effective complaint resolution by:

1. monitoring and evaluating performance in complaints handling;
2. reporting on complaints;
3. ensuring a proactive approach to complaints both internally and externally;
4. regular review of the complaints process.

Assistance**How to lodge a complaint**

Contact BHC with details about the complaint by:

1. phoning the office on (03) 9752 6855 during business hours, Monday to Friday;
2. emailing your information to office@bhc.org.au
3. mailing a letter to :
Office Manager
Belgrave Heights Convention
3 Convention Avenue
BEGRAVE VIC 3160
4. visiting the BHC office during business hours, Monday to Friday.

PeaceWise

PeaceWise is independent of BHC and the ACNC. The main role of PeaceWise is to provide complainants with an independent service for problems and enquiries.

In the unlikely event that a complaint cannot be resolved the complainant can contact the PeaceWise:

Street Address: (please call the office if you plan to visit)
Level 1
Bulaya House
16 Masons Drive,
North Parramatta NSW 2151

Postal address:
P O Box 2442
North Parramatta NSW 2151

Telephone : 1300 173 223 or (02) 8839 5860
Email : enquiry@peacewise.org.au

(In the email, please include your contact details and also BHC's name, address and contact phone numbers.