


Document: Public Complaints Procedure Revision No: 1 Rev Date: 20/01/20 Printed: 28/4/21 14:34	Public Complaints Procedure	
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Organisational Commitment

Cat Haven is committed to addressing public complaints with sensitivity, promptness and impartiality.

Aim

The aim of this procedure is to outline the process for resolving public complaints, where the purpose of the resolution is to provide a comprehensive response to the complainant and achieve a final outcome whilst applying Cat Haven's organisational values.

People Involved

All Staff and Volunteers:	Understanding of and compliance with this policy
Department Managers:	Responsible for the investigation of a public complaint within their department as required
Customer Service Manager:	To receive, register, acknowledge and respond to public complaints as required
CEO:	Management of policy and disciplinary process

Lodging a complaint

In Person

For immediate issues, where an employee of Cat Haven is present and available, Cat Haven encourages members of the public to raise their concerns directly with our staff.

If the issue cannot be resolved immediately through a discussion, the complainant is encouraged to complete and lodge a public complaints form to our Customer Service Manager. Once a form has been lodged, the Customer Service Manager will coordinate the steps contained in this procedure to work towards resolution and communicating an outcome to the complainant.

If a member of the public makes a verbal complaint but does not wish to complete a public complaints form, the details of the verbal complaint should be reported to the Customer Service Manager for inclusion on the public complaints register.

Other Complaints

For all other complaints, the complainant is required to fill out a public complaints form. Once completed, the form should be emailed to admin@cathaven.com.au, for the attention of the Customer Service Manager. The form can also be posted to: Customer Service Manager c/o Cat Haven, 23 Lemnos Street SHENTON PARK WA 6008.


If the complainant is unable to access or complete the public complaints form, they will need to contact Cat Haven reception on 9442 3600, where a form will be emailed or posted to them.

Cat Haven cannot guarantee investigations, formal responses or outcomes relating to verbal complaints. If the complainant requires a formal response, a public complaint form will need to be completed and submitted.

Process for resolving a complaint

Complaints lodged with the Customer Service Manager will be managed according to the following process:

1. The complainant will receive acknowledgment that the complaint has been received within five (5) working days of the Customer Service Manager receiving the complaint

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2. The Customer Service Manager will log the details of the complaint into Cat Haven's complaints register. The register is confidential and is only accessible by the Customer Service Manager and the CEO.
3. In most cases, the public complaints form will be sent to the Manager of the relevant department to be investigated
4. Where the complaint involves a department manager, the complaint will be elevated to the CEO. In the case of a complaint involving the CEO, the complaint will be elevated to the Chair of the Board of Management

The relevant Manager will complete their investigation within fifteen (15) working days of the complaint being received, unless otherwise advised. If the investigation is delayed, the Customer Service Manager is required to provide reasonable justification for the delay to the complainant

5. At the conclusion of the investigation, the outcomes of the investigation are documented on the public complaints form. The form and all investigative notes are given to the Customer Service Manager
6. The Customer Service Manager is responsible for reviewing the investigation and its outcomes, ensuring that the actions are consistent with the values of Cat Haven. The Customer Service Manager will provide a written formal response to the complainant within twenty (20) working days. A copy of the completed public complaints form will be included with the formal written response

Where a complaint has not been resolved in the timeframes outlined in this procedure, or if the Customer Service Manager is not satisfied that the complaint has been resolved, the complaint will be immediately escalated to the CEO

7. The complaints register is sent to and reviewed by the CEO on a monthly basis. The CEO will then update the Board of Management each month on the progress of existing complaints, and of any new complaints that have been added to the register

If a complaint has not been resolved to the satisfaction of the CEO, the CEO may reopen any investigations and appoint delegates as appropriate to manage the complaint. If the CEO elects, and after informing the complainant in accordance with privacy legislation, external advice or assistance may be engaged by Cat Haven

Complaints which are determined by the Customer Service Manager to be of a serious nature and may relate to the conduct of one or more Cat Haven employees or volunteers, may be managed by Cat Haven's staff and volunteer performance management policies and procedures. Any outcomes regarding disciplinary action of employees and volunteers are managed with a high level of confidentiality and therefore details of outcomes affecting Cat Haven representatives will not be disclosed to members of the public, including the complainant.

Complaints not resolved to the satisfaction of the complainant

Where a complaint has been closed by the Customer Service Manager and all relevant paperwork has been completed and distributed, but the complaint is not resolved to the satisfaction of the complainant, the complainant is required to contact the Customer Service Manager. The Customer Service Manager will then escalate the complaint to the CEO.

If the complainant is still not satisfied with the actions and outcome of their complaint following the review of the CEO, the Customer Service Manager should be contacted again, whereupon the complaint will be escalated to the Board of Management.

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If the complainant remains unsatisfied with Cat Haven’s actions and outcomes, the complainant will be directed to lodge their concerns with the Department of Commerce – Consumer Protection. Cat Haven is committed to working with relevant authorities to ensure that we have taken all required and appropriate steps to ensure that we are addressing any concerns raised by the public.

Management of misleading or vexatious claims

Misleading or vexatious claims can be defined as a complaint that is proven (as a result of an investigation) to be false and intentionally misleading.

Misleading or vexatious claims are taken very seriously by Cat Haven. Where a complaint is found to be vexatious or intentionally misleading, relevant external authorities may be engaged by Cat Haven to support the management of such claims.

Approved by CEO for use: _____ Roz Robinson	
Date:	