

COMPLAINTS HANDLING POLICY TT-03

Version Control

Version	Date	Approved By	Description	Review Date
1.1	Mar 2023	Management Committee	Approved	Mar 2024

Background

This policy is intended to assist Little Things for Tiny Tots ('the charity') to handle complaints fairly, efficiently and effectively. This policy provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of the charity's complaint handling management process.

Context

Charities should provide a safe and effective service to those who wish to make a complaint to the charity or about any aspect of the charity's operations.

Complaints provide an important opportunity for the charity to learn and to improve its engagement with the people and communities that it serves.

Definitions

A complaint is an expression of dissatisfaction about the charity's services, decisions, actions or the actions of volunteers or staff that represent the charity.

Relevant Legislation	Not applicable
Related Policies/Other Key Documents	<ul style="list-style-type: none"> Complaints Register

Scope

This policy applies to the charity's Management Committee, operational team members, volunteers, contractors, employees and all those who represent, or engage with the charity.

Policy

The charity is committed to seeking and receiving feedback about its services, systems, practices, procedures and products.

It is the charity's policy that people making complaints will be:

- acknowledged and their complaint will be dealt within a reasonable timeframe;
- treated with integrity and in an equitable and unbiased manner;
- given the opportunity to make a complaint anonymously; and
- where it is practical, provided with a response that outlines how the charity has acted on the feedback and, as relevant, reasons for the charity's decision/s and any avenues for redress or review.

In support of operational staff and volunteers, the charity will take proactive and decisive action to manage any conduct that negatively and unreasonably affects the work that is being undertaken.

Related Procedures

In the event that the charity receives a complaint, the complaint will be recorded in the Complaints Register, assessed and responded to as below.

Under most circumstances, complaints are typically dealt with by frontline staff or the Operations Manager, however, if necessary, complaints of a serious nature should be escalated to the Chair, Management Committee.

Where appropriate, the complainant will also be referred to and/or provided with a copy of the charity's Complaints Handling Policy which is available on the charity's website.

Complaints Handling Procedure

- Upon receiving a complaint, immediately note all details in the Complaints Register
- Assess and prioritise complaints in accordance based on the level of urgency and/or seriousness of the issue raised
- Where a complaint is made at the charity's premises
 - Level 1 - aim to resolve complaints at the frontline
 - Level 2 - contact Operations Manager to assist
 - Level 3 - contact the Chair, Management Committee
- Where a complaint is received anonymously via email
 - Operations Manager to attend to
- Regardless of level, inform the complainant of the following:
 - the expected time frames for our actions
 - the progress of the complaint and reasons for any delay (eg difficulty of complaint, requirement for escalation, etc)
 - their likely involvement in the process; and
 - the possible or likely outcome of their complaint.
- Ensure that the complaint is dealt with within 5 working days
- Should an investigation be required, the Chair, Management Committee will oversee the process and/or facilitate a resolution
- Should a person making a complaint be dissatisfied with the outcome of the investigation, they may seek an external review of the decision (by the Australian Charities and Not-for-Profits Commission for example).