

Operational Policy

Complaints

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Review Responsibility:	Business Officer

PURPOSE AND SCOPE

The purpose of this policy is to:

- Ensure the existence of a procedure through which clients, supporters, members of the community and our people can communicate any complaints regarding; Volunteering Victoria's services, functioning or operations;
- Enable Volunteering Victoria to benefit from all complaints through ensuring that they are recorded, considered, resolved and monitored;
- Establish the principles that are to govern Volunteering Victoria's response to complaints;
- Ensure that our people and our clients are aware of the content of this policy and relevant procedure.

POLICY STATEMENT

Volunteering Victoria will maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial fashion.

Volunteering Victoria will ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes.

Volunteering Victoria encourages our people, members, stakeholders, or members of the community who have a complaint in relation to our services or to the actions of one of its staff members or volunteers to express this through the formal complaint procedure.

Volunteering Victoria will ensure that the complainant is informed of their right to have a support person or advocate present to assist or represent them during the formal complaint procedure. Formal complaints can be written or verbal. If verbal, the assisting staff member will document the complaint and either the complainant or assisting staff member must sign the document.

Volunteering Victoria will ensure that the complaint investigation process is impartial. No assumptions will be made nor any action taken until all relevant information has been collected and considered.

Volunteering Victoria will ensure that any complaint is free of repercussions for the complainant. Management will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.

The Chief Executive is the main person to whom complaints should be directed. Volunteering Victoria will ensure that our people and our clients are aware of the ways to contact the Chief Executive. If the Chief Executive is the subject of the complaint, the complainant should direct their issue to the Chair.

Volunteering Victoria will address all complaints in a confidential manner.

Volunteering Victoria management will ensure that all our people are aware of this policy and relevant procedure.

Volunteering Victoria will ensure that all clients are informed of the existence of this policy and procedure at the commencement of receiving services as well as providing relevant information on the Volunteering Victoria website.

DEFINITIONS

PROCEDURE

The Chief Executive is the main person to whom complaints should be directed. However, complaints may be received by any staff member of Volunteering Victoria.

As soon as possible after the receipt of a complaint, the staff member who has been informed of the complaint should notify the Chief Executive. If a member of staff other than the Chief Executive received the complaint, this form should be forwarded electronically to the Chief Executive. The Chief Executive will determine to whom the complaint should be referred. The complaint will then be passed on to the identified Manager for action.

Action to resolve the complaint will commence within two (2) working days of the complaint being made (this includes contacting the complainant). Only the people directly involved in making, investigating or resolving a complaint will have access to information about it.

Where the complainant is a client, no information will be documented in the individual's client file without their consent. If the issue remains unresolved, the complaint will be referred to the Chief Executive for consideration and resolution.

Volunteering Victoria recognises the right of individuals to approach an external agency if the formal complaints procedure has not resolved the issue to their satisfaction.

The Chief Executive will analyse all Complaint Forms quarterly. A report indicating the nature of the complaints received and suggestions for systemic change to minimise future complaints will be discussed with the Management team for consideration.