

Operational Policy

Complaints

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Formulated by:	CEO & Business Officer
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Approved by:	QMC & VV Board
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Review Responsibility:	CEO & Business Officer

PURPOSE AND SCOPE

Purpose

The purpose of this policy is to:

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

POLICY STATEMENT

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

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

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 our employees 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 both the complainant and assisting employee 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.

All complaints shall be directed to the Chief Executive. The Chief Executive will determine how the complaint is to be handled. Volunteering Victoria will address all complaints in a confidential manner.

Volunteering Victoria will ensure that our employees and volunteers 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 of the Volunteering Victoria Board.

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

This policy will be made available to all members and other contacts of Volunteering Victoria in any exchanged documentation. It shall also be accessible via the main website.

DEFINITIONS

CEO: Chief Executive Officer

PROCEDURE

All complaints received by an employee or volunteer shall be directed to the Chief Executive.

Complaints may be received by any staff member or volunteer of Volunteering Victoria and via various forms – email, phone or website feedback.

Recording the complaint

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, the complaint should be documented and forwarded electronically to the Chief Executive.

Considering the complaint

The Chief Executive will determine how the complaint will be handled. The CE will also involve and refer other management or Volunteering Victoria Board as required.

The complaint may then be passed on to an identified other manager/employee 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 member, no information will be documented in the CRM or member file without their consent.

Resolving the complaint

Once the Chief Executive (or Chair if the issue is with the CE) has considered the issue, and passed resolution, this resolution is final, no further action will be undertaken or should be expected.

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 review the list of registered complaints every 3 months.

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.

RELATED DOCUMENTS

Complaints Register – file (internal use only)

[Website Feedback Form](#)

Mediators/Useful links to find a mediator:

[Mediation | Dispute Settlement Centre of Victoria](#)

[Directory Search - Mediator \(liv.asn.au\)](#)

[Using mediation to resolve conflicts and disputes | Not-for-profit Law \(nfplaw.org.au\)](#)

[Connect | Have a voice | Stay ahead - Resolution Institute](#)

[Welcome to the Australian Mediation Association \(ama.asn.au\)](#)