



Complaints Handling Policy & Procedures

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Introduction

ASID seeks to resolve difficulties, grievances, and complaints in a prompt, impartial and just manner. Via the process of resolving complaints ASID seeks to improve the quality of its work, enhance the trust and confidence of stakeholders, identify areas of work that need to be improved, and ensure that ASID learns from the feedback provided through this process.

The Complaints Handling Procedure outlines the processes to be undertaken by members and stakeholders in order for complaints to be appropriately dealt with and that will ensure a fair and timely complaints handling process strengthening ASID's accountability and efficiency as an organisation.

Information will be publicly available on the ASID website about how to make a complaint and the procedures in place that ensures that people who engage with our services know how to make a complaint should they wish.

Definition of Complaint

ASID defines a complaint as an "external grievance made against ASID Ltd or against one or more of its directors, employees, contractors, partners or anyone else acting on its behalf, where the organisation has allegedly failed to meet a requirement. That commitment might be related to ASID's activities, their publications, use of resources, mission and values, staff conduct/behaviour, or a legal requirement."

Complaints could include, but are not limited to, the following:

- Concern about the quality of programme delivery
- Concern about an event they attended
- Concern about the behaviour of Directors, staff, volunteers or contractors.
- Criminal allegations of fraud or unlawful harassment.

ASID will receive and respond to all complaints irrespective of who makes them or the nature or subject of the complaint.

ASID will ensure there is readily accessible information about the process of making and resolving complaints in a range of formats so that no complainants are disadvantaged.

ASID will address all complaints in a fair, equitable, objective and unbiased manner throughout the complaints handling process.

Complaints Handling Procedure

Receiving Complaints

The complainant must be treated with respect at all times.

Complainants are able to make a complaint as easily as possible: written correspondence, email, telephone, verbally, via a third party, etc. We are committed to making communication with us as easy as possible.

Documenting Complaints

All complaints made, verbally or in writing, will be recorded via ASID's Complaints Record Form and at the time that the complaint is made, or as soon as possible afterwards.

The ASID representative who takes the complainant's details will record the complaint.

When taking a complaint, the ASID representative will record the name and contact details of the complainant/s, as well as full details of the complaint including the date. Details of all communication with the complainant and any actions to resolve the complaint will be recorded in the same place.

Any complaints concerning ASID publications will be referred to the chair of the publication committee. ASID have a separate complaints procedure within the publication policy to address any complaints about their publications.

Confidentiality

Confidentiality relating to the complaint will be safeguarded so far as reasonably practicable. Personal details given by the individual or organisation, or details of their complaint will be recorded in a safe place and not shared with others. However in some instances ASID might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the written agreement of the complainant.

Resolving the Complaint

Each complaint will be investigated. The ASID representative who receives the complaint needs to be able to determine:

- a) what the complaint is;
- b) determine whether it is one to which ASID is able to respond to

The person handling the complaint will:

- a) Establish the facts and gather the relevant information
- b) If necessary interview those involved

The majority of complaints ASID receives will be informal complaints and can be resolved immediately. If, as a result of the investigation it is felt that there is a case to answer by the person handling the complaint then the appropriate disciplinary and other organisational policies and procedures will be followed.

Timeframes for Resolution

All complaints and constructive feedback will be taken seriously and handled within 15 working days. Written complaints will be acknowledged promptly. Where possible, complaints will be resolved at the first point of contact.

Individuals and organisations will be given an approximate time frame at the time they make their complaint as well as the name of a contact person and details of the complaints handling process. The complainant will be kept informed of the progress of their complaint, especially if there are any delays or changes to what has been agreed. They will also be informed of any actions taken as a result of their complaint.

Where appropriate, individuals and organizations who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

Escalation Procedures

If a complainant is unhappy about the response received from ASID or if they believe the corrective action has not been adequately implemented they may appeal to the next level. For example:

- if the complaint is about a matter at management level then the complainant may appeal to the President of the ASID Board;
- if the complaint is about ASID's governance, then the complainant may appeal to the President of the Board
- if the complaint is about the ASID's Executive Officer, then the complainant may appeal to the President of ASID; and
- if the complainant continues to be dissatisfied with the outcome, after all avenues have been explored to resolve the complaint, a letter will be sent to the complainant explaining the steps/actions that have been taken, outlining any changes that have been put in place as a result of the complaint and bringing the matter to a close.

Staff Training

ASID will ensure that sufficient training will be provided to members of staff and board directors who are handling complaints. This will ensure that when they are responding they:

- have listening and empathy skills;
- use tact, understand the complainant point of view and respond using constructive language;
- investigate the complaint: gathering factual information, interviewing skills;
- handle difficult complainants: how to respond under pressure.

Review of Complaints Handling Policy

ASID is committed to continuous improvement and this policy will be reviewed annually for effectiveness.

Where to send Complaints

General Complaints: secretariat@asid.asn.au

Complaints about the Secretariat: eo@asid.asn.au

Complaints about the Executive Officer: president@asid.asn.au

Complaints about Divisions & Committees: eo@asid.asn.au

Complaints about Board Directors: president@asid.asn.au

Complaints about ASID Publications; publicationchair@asid.asn.au

Complaints about the President: *Australian Charities and Not For Profits Commission*

https://www.acnc.gov.au/ACNC/Publications/Policy_PDFs/CommSt_CharComplain.aspx

Complaints Form

YOUR DETAILS

Full Name:

Address:

Preferred Contact No:

Email:

WHO IS THIS COMPLAINT ABOUT?

- ASID Ltd
- President
- Board Director
- Division WA NSW TAS QLD NZ SA VIC
- Secretariat
- Executive Officer
- Other please state.....

PLEASE STATE CLEARLY THE FULL DETAILS OF YOUR COMPLAINT

Please include the date and location if they are relevant to the complaint.

PLEASE SUPPLY ANY SUPPORTING DOCUMENTS

Please list all supporting documents/information provided with this form

ATTEMPTS TO RESOLVE THE CONCERNS

Have you approached the person or others in an attempt to resolve the complaint?

YES NO

If YES please detail the action

WHAT OUTCOME ARE YOU HOPING TO ACHIEVE?

DECLARATION

To the best of my knowledge the information provided by me is true and correct

NAME:.....

DATE:.....

WHERE TO SEND COMPLAINTS

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Complaints about the Secretariat: eo@asid.asn.au

Complaints about the Executive Officer: president@asid.asn.au

Complaints about Divisions & Committees: eo@asid.asn.au

Complaints about Board Directors: president@asid.asn.au

Complaints about ASID Publications; publicationchair@asid.asn.au

Complaints about the President: *Australian Charities and Not For Profits Commission*

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WHAT HAPPENS NEXT AND WHAT TO EXPECT

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