

## **1.6 Complaints Policy**

### **1. Purpose**

The purpose of this policy is to outline how the Aldinga Community Centre will manage complaints.

### **2. Responsibilities**

It is the responsibility of the Centre’s Board to ensure that this policy is implemented.

It is the responsibility of the Centre’s Community Development Officer (CDO) to ensure that the procedures are implemented.

### **3. Principles**

The Centre recognises the right of the Centre users and others to complain when feeling dissatisfied with the services and activities provided by the Centre and, wherever possible, to have their complaint resolved.

### **4. Definitions**

Complaint - the expression of dissatisfaction about the Centre’s practices, activities, services or programs or about the complaints handling process itself.

A complaint is not:

- a dispute (refer to the Dispute and Conflict Resolution Policy)
- a request for information or a formal request to review a decision or a policy.

### **5. Policy**

We value feedback from those who deal with us because it helps us to improve our customer service practices by revealing areas where we need to change our policies, procedures or behaviours.

The Centre understands that when they have a complaint, most people want:

- to be heard
- to be taken seriously
- to be respected
- to be given an explanation
- to be given an apology, where appropriate; and
- to get action or resolution as soon as possible.

The Centre is committed to ensuring that any complaints we receive are handled in a way that is responsive, fair and courteous and that respects the privacy of the person making the complaint. We also undertake to make sure that we provide reasons for any decisions we make in relation to complaints we receive.

### **6. Approvals**

	<b>Policy</b>	<b>Procedure</b>
Approving Authority	Board of Management	Board of Management
Approval Date	21 <sup>st</sup> September 2017	21 <sup>st</sup> September 2017
Next Review Due	September 2018	September 2018