

WAVERLEY RSL SUB-BRANCH INC
Complaint Handling Policy

Introduction

Complaints generally arise when something is not as it should be or an expectation has not been met. All feedback from members can be an opportunity for Waverley RSL Sub-Branch to identify unacceptable behaviour, breaches of the Code of Conduct or where a policy, guideline or communication to members may be needed.

Purpose

To ensure that complaints raised by members, volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

Policy

It is recognised that people associated with the Waverley RSL Sub-Branch will from time to time have grievances or complaints that need to be resolved in the interest of maintaining harmonious relationships. Waverley RSL Sub-Branch believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in any way as a direct result of that complaint or grievance
- Where a formal complaint is received by the committee it will be considered in a confidential manner and documented together with the steps towards resolution.

Procedures

Steps to Making a Complaint

Speak to the person causing the perceived problem and inform them of the behaviour, decision or action that the complaint or grievance concerns and discuss possible solutions.

Speak to a committee member for advice on possible solutions and/or intervention.

Make a formal complaint to the committee.

Seeking Resolution

Where issues cannot be resolved informally, a complaint process will be adopted based on the principles of open discussion, confidentiality, fairness, respect and timeliness.

Formal Complaint Procedure

A person who chooses to make their complaint or grievance formal must do so in writing to the Secretary.

Once a complaint is received it will be referred to the President (unless the President is the respondent to the complaint) for discussion and recording.

Contact will be made with the complainant within seven days of the receipt of the complaint.

If another party is involved, to ensure fairness and to comply with the principle of natural justice, that person will be fully informed of the details of the complaint/grievance and asked for a response.

The documented complaint/grievance is to be taken to the next committee meeting for determination. Should the matter be of an urgent nature, a special meeting of the Executive Committee may be convened for an interim decision to be made, which will be presented for ratification at the next full committee meeting.

The complainant and, if applicable, the respondent will be invited to attend such meetings at which the complaint is to be addressed, but only for duration of the meetings that consider the complaint.

Revised: 12th November 2022

