



COMPLAINTS AND COMPLIMENTS POLICY

INTRODUCTION

All complaints made by Bass Valley Community Group Inc. (BVCG) participants or other people in our community are taken seriously by Bass Valley Community Group Inc. and are dealt with promptly, including the provision of an appropriate response to the complainant. All complaints are used as part of the quality assurance and risk management processes at Bass Valley Community Group Inc.

The BVCG can receive complaints or compliments directly or verbally or in writing so these can be handled quickly. Complaints may arise when there is dissatisfaction about one or more aspects of the programs, services and activities offered here; they are used as a foundation for any necessary improvements.

Complaints raised through this process will be fed back into other policies, procedures and practices at Bass Valley Community Group Inc. via regular planning, review and evaluation.

PROCEDURES

This policy is freely and publicly available to all Participants, committee members and other volunteers, as well as to funding bodies and other relevant organisations such as our regional Network (*Gippsland Regional Neighbourhood Houses Group, GRNHG*) and our peak body in Victoria (the *Association of Neighbourhood Houses & Learning Centres, ANHLC*), Commonwealth, State and Local Government and to the wider community.

Written complaints can simply be made in writing and should contain the complainant's contact details, including postal address, together with sufficient relevant information to fully investigate the complaint. Should a complainant require an advocate to help them make a complaint, this other person can be at 'arm's length' from Bass Valley Community Group Inc. – ie not a current employee, committee member or other volunteer – as well as being someone with whom the complainant feels comfortable.

All complaints will be acknowledged in writing to the complainant, including action taken to resolve the issue. The Centre Manager will be informed of all complaints, and all associated correspondence (together with any copies thereof) and other material of a written/verbal nature related to complaints must be dealt with in accordance with Privacy Legislation.

Where the complainant wishes to take the matter further (ie they are not satisfied with the outcome of their complaint), they will may choose to contact a relevant government department, eg the Commonwealth Department of Health, State Department of Health and Human Services or Consumer Affairs Victoria in Melbourne.

Authorised by: Bass Valley Community Group Incorporated

President: _____

Date: April 2018

Date of Policy November 2017
Date of Review April 2018
Date of Next Review June 2020