



Feedback and Complaints Flow Chart

Verbal complaint is referred to the relevant Coordinator who will address the issue in accordance with Taillem Bend Community Centre's Complaints Policy.



The person receiving the complaint is expected to:

- Talk to all the parties involved and ask for further explanation
- Spend time reviewing all the explanations
- Document the incidents including dates on a Complaints Record
- Discuss options for resolution of the complaint with the people involved
- Document the outcome of the resolution process.
- Ensure confidentiality



If unresolved, the complaint is to be made in writing to the Coordinator and addressed by him/her in accordance with the Complaints Policy.

(If the grievance is against the Coordinator, then the written complaint is to be addressed to the Chairperson of the Board of Management and marked 'Confidential'.)



If the written complaint cannot be resolved with the assistance of the Coordinator, the Chairperson of the Board of Management must be informed, in writing (marked 'Confidential') and requested to resolve the issue in accordance with the Complaints Policy.



If the Chairperson cannot resolve the complaint, it must be presented to the Board of Management for resolution in accordance with the Complaints Policy.



The chairperson will convene a subcommittee of the Board (with 2 other Board members) to investigate the complaint. This subcommittee may call for such other witnesses/and or written reports/seek expert assistance, as it deems necessary.



Having carried out its investigations, the Committee shall notify its findings and make recommendations as appropriate to the Coordinator and the complainant within 15 working days of the receipt of the matter by the Sub-Committee.



A person making a complaint has the right to contact an external agency for advice or help at any stage of the procedure including if they are unhappy with the way the complaint has been resolved.

Date first formulated	09/08/2005	
Dates approved by Board	V1 V2	09/08/2005 June 2016
Next Review Date	June 2019	
Related Documents	Access & Equity Policy Privacy Policy Confidentiality Policy Duty of Care Policy Complaints Policy Complaints Policy Procedure Flow Chart	
Legislation	Equal Opportunity Act 1984 Occupational Health & Safety Act	
Signed on behalf of TBCC Board of Management by: Name: Lorraine Cresp Position held: Chairperson Signature: 		