



Feedback and Complaints Policy

1. Purpose and Scope:

This policy provides guidelines to the board, staff, volunteers and participants of Taillem Bend Community Centre Incorporated (TBCC) to achieve resolution of complaints in a positive manner, as quickly, fairly and effectively as possible. The satisfactory resolution of any complaint will be the ultimate goal for all parties.

2. Definitions:

2.1. **Complaint** - an expression of grievance or resentment; a statement saying that one is dissatisfied.


3. Background:

- 3.1 TBCC recognises that complaints do occur and that members of the public have the right to raise complaints and have them heard and acted upon.
- 3.2 Complaints can have a major impact on TBCC. Without clear procedures to deal with these quickly there can be negative consequences such as a negative perception and dissatisfaction within the community.
- 3.3 TBCC recognises that it is important to respond to community needs appropriately and to ensure quality services are provided. Individual, group and agency feedback is a valuable guide to TBCC.

4. Policy:

- 4.1 Complaints will be dealt with transparently, promptly and in a way that supports the rights of centre participants and takes account of their particular abilities and circumstances
- 4.2 TBCC welcomes information and feedback from centre participants, which will enable improvement in the quality of our services.
- 4.3 A clear written procedure for dealing with complaints will be available to staff and volunteers to guide their response.
- 4.4 A confidential comments box will be placed in the reception area and comment forms made available for individuals to fill out.
- 4.5 Information about how to make a complaint will be included in program/service information available to centre users.
- 4.6 Centre users have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with fairly and promptly.
- 4.7 Information about how to make a complaint will be clearly displayed in prominent positions in the centre.
- 4.8 Staff will actively seek feedback from centre participants through a full range of evaluation methods.

- 4.9 All complaints are to be recorded on the **Complaints Record Form**, which is to be completed by the CEO.
- 4.10 Person/s affected by the complaint will be fully informed of all facts and given the opportunity to put their case.
- 4.11 Any complaints received will be reviewed at the next management meeting and appropriate management responses put in place.
- 4.12 Any complaints directed to the Board will be in writing.
- 4.13 The TBCC Board will respond in writing to all complaints received.

Date first formulated	09/08/2005	
Dates approved by Board	V1 V2 V3 V4	09/08/2005 June 2016 Feb 2018 Nov 2018
Next Review Date	September 2022	
Related Documents	Complaints Record Form Diversity and Social Inclusion Policy Privacy and Confidentiality Policy Feedback and Complaints Procedure Feedback and Complaints Flow Chart Human Resources Management Policy	
Legislation	Equal Opportunity Act (SA)1984 https://www.legislation.sa.gov.au/LZ/C/A/EQUAL%20OPPORTUNITY%20ACT%201984.aspx Work Health & Safety Act (SA) 2012 https://www.legislation.sa.gov.au/LZ/C/A/WORK%20HEALTH%20AND%20SAFETY%20ACT%202012.aspx	
Signed on behalf of TBCC Board of Management by:		
Name: Jack Hunt		
Position held: Chairperson		Signature:  2 Nov 2018