



# Feedback and Complaints Procedure

## Complaints Resolution Process

This document describes a step-by-step process for managing complaints at Taillem Bend Community Centre. It should be read in conjunction with the [Complaints](#) Policy.

In general, the staff concerned and as informally as possible, should manage complaints immediately.

### 1. Receive complaints constructively and openly.

### 2. Establish the detail of the complaint.

### 3. Decide if you are the person to deal with it.

Refer on if:

- it is a matter of TBCC policy or public statements (to Coordinator)
- it is directed at another staff member/volunteer
- the complainant requests or expects to deal with a more senior staff member
- you do not feel confident to manage the complaint

### 4. Resolve the complaint as quickly and immediately as possible.

- Adopt a positive attitude to the complainant and the complaint.
- Listen, attempt to understand and clarify the nature of the complaint where possible.
- Express empathy and understanding.
- Ensure that the complainant is aware of the process for making a complaint if the complaint is not quickly and easily resolvable. Offer to explain the process.
- Assist the person where necessary to complete the Complaint Form, where appropriate.
- Record all complaints in the Complaints Register.
- In the face of threatening or abusive behaviour, do not continue to try to resolve the complaint but summon aid and support.
- Move complaints processes along as quickly as possible and keep complainants regularly notified of the progress of their complaint.

*Some successful methods of resolving complaints that can be used singly or in combination are:*

- Showing empathy – words and gestures that send the message that we understand the complainant's inconvenience and displeasure

- Express regret – words and gestures that send the message that TBCC is sorry but without necessarily admitting fault or liability
- Acknowledge the fault where the issue is minor, the fault is clear and redress can be quickly and easily made.
- Offer redress where appropriate. Replacement or refund can be offered where the cost of redress does not exceed that of the product or service originally supplied. **Note that the TBCC Board can only approve resolution of complaints that involves redress or compensation that exceeds the value of the good or service provided.**
- Offer to follow-up. You may offer to make inquiries and make contact with the complainant at an agreed time or within an agreed period. The standard response time is 2 working days.
- Offer to refer the matter to a more senior person on staff or the TBCC Board. An offer to refer to someone more senior in the organisation can demonstrate to a complainant that his or her issue is being taken seriously.

## 5. Admission of fault

TBCC Board or staff taking a complaint in the first instance should refrain from admissions of fault and refrain from making or agreeing to statements that denigrate TBCC or individuals connected with it.

Where the issue is minor, fault can be clearly established, redress does not exceed the cost of the product or service and it will assist resolution of the complaint, an admission of fault can be made.

## 6. Timelines

- Resolution of complaints should happen as quickly as possible
- Complainants should be contacted within 2 working days of receipt of a complaints form or written complaint.
- Meetings should be arranged at the earliest possible date.
- Complainants should be kept regularly informed of the progress of their complaint.

If the situation **cannot be resolved** informally then the following **Complaints** flow chart will be implemented:

## Complaints Policy Procedure Flow Chart

Verbal complaint is referred to the relevant Coordinator who will address the issue in accordance with Tailem 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.

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