



Clota Cottage Policy and Procedures

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| Title | <i>Complaints Policy</i> |
| Ratified | <i>Dec 2015 Refer Committee of Management Minutes</i> |
| Scheduled Review Date: | Dec 2018 |
| Version Number: | 1.0 |

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| Objective | To ensure that participants in Clota Cottage programs and activities have a clear process for addressing any complaints and that Clota Cottage Neighbourhood House deals with complaints and appeals in a constructive and timely manner. |
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| Scope | Committee of Management Manager All staff, volunteers and participants of Clota Cottage Neighbourhood House |
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| Policy | <p>It is our policy to ensure that participants are satisfied that our programs and services meet all the standards set by our own organisation as well as the obligations we have to our funding bodies (ACFE, DHS and Whitehorse Council) and legislative requirements.</p> <p>This policy ensures that:</p> <ul style="list-style-type: none">• All disputes will be handled professionally and confidentially in order to achieve a speedy resolution• All parties have a clear understanding of the steps involved in the complaints process.• The Committee, participants and staff are aware of the policy and procedures for handling complaints and are informed of those in writing at induction.• The complaints procedure is an arrangement for handling grievances, which is to be accessible to all participants and prospective participants, free of costs or charges at all internal stages and encourages timely resolution based on principles of natural justice. It is not an instrument for malicious, false or frivolous complaints. Anonymous concerns cannot transpire into formal grievances. As such, the aggrieved party/ies must be identified and a written expression outlining the problem must be submitted to the Clota Cottage Manager for formal |
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Clota Cottage Neighbourhood House

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| | <p>proceedings to commence under the complaints and appeals process</p> <ul style="list-style-type: none">• The complainant may be assisted and accompanied by a third party (non-legal) if desired, to provide support, information and advocacy as required. |
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| Definitions | <p>A complaint is deemed to be dissatisfaction with the procedures, outcome or the quality of service provided by employees of Clota Cottage in relation to:</p> <ul style="list-style-type: none">• Enrolment• The quality of program delivery• Fees and charges• Other issues such as discrimination, sexual harassment, participant amenities, etc. <p>A complaint or appeal is deemed to be formal when it is made in writing to the Manager or Committee of Management</p> |
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| Relevant Legislation | |
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| Related Documents | <p>Complaints Procedure Complaints form Continuous Improvement register</p> |
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