



Clota Cottage Policy and Procedures

Title	<i>Complaints</i>
Scheduled Review Date:	Feb 2019
Version Number:	V 1.0

Procedure

Clota Cottage NH welcomes suggestions or ideas for improving our services and being informed about any difficulties in dealing with us.

This procedure describes the process by which staff, tutors, volunteers and participants may have problems addressed effectively, professionally and confidentially.

- The complainant is encouraged to discuss the complaint with the relevant tutor or staff member.
- If the complaint is unable to be resolved the complaint should be referred to the Manager.
- If the complainant is not satisfied with the response of the Manager to the verbal complaint then it should be recorded in writing and lodged with the Manager for referral to the Committee of Management
- The Manager is responsible for investigating the complaint.
If the complaint is about a specific individual the Manager's response will include:
Informing the person about whom the complaint is made and seeking their views and perspective
 - Giving consideration to the use of a mediator
 - Informing the complainant of the outcome of the complaint in writing within 7 working days
 - Tabling all information for consideration of the Committee of Management.
- If the matter remains unresolved the complainant will have the opportunity to direct a written complaint to the Committee of Management. The Committee will investigate the matter, including an opportunity for both the complainant and respondent to present their case and respond to both parties in writing within 7 working days.
- Should the complainant be dissatisfied with the process or the outcome external mediation and resolution is available. A request for external mediation or dispute resolution must be made in writing.
- The following people/organizations are available:
NIECH Networker (Network of Inner East Community Houses)
Dispute Resolution Centre of Victoria: 03 96038370
Institute of Arbitrators and Mediators Australia (IAMA)
- The Committee of Management will consider the recommendation of the external reviewer prior to confirming or amending the original decision and communicate the decision with supporting reasons in writing to the parties involved in the process with two weeks. The cost for the external review



Clota Cottage Neighbourhood House
process will be borne by MDLC.

- Following the external review process the complainant may take the matter to the Administrative Appeals Tribunal located at Southgate HWT Tower, 40 City Road, Southbank, Victoria if jurisdiction applies. The cost for 2such applications will be borne by the complainant and application details are located at www.aat.gov.au.
- Clota Cottage Neighbourhood House will maintain a Complaints Register which will include:
 - Date of complaint submission
 - Nature of complaint
 - Date(s) when" issue" occurred
 - Resolution
 - Date of resolution