



Complaints and Feedback Policy

Version Control and Approval

Document Approval

The original of this Complaints and Feedback Policy has been approved by the AMWCHR Board at the Board meeting held on:	
<i>Signed:</i>	
<i>Name:</i>	
<i>Position:</i>	

Document Information

- And electronically in the following location:
- Admin/ Operations/Policies and procedures

Document Changes and reviews

The CEO must be advised of any errors, omissions, ambiguities, and requests for change or suggestions for improvement. Changes will need to be approved by the CEO in the document approval section, prior to being incorporated into the next version of this document.

Table 1

Version	Author	Date	Description
1	Operations Manager	1/06/2023	Complaints and Feedback Policy

Table of Contents

1.	Client Feedback and Complaints Policy in the Workplace Policy	4-5
2.	Client Feedback and Complaints Policy in the Workplace Procedure	6-8

1 Complaints and Feedback Policy

Policy Statement

The Australian Muslim Women's Centre for Human Rights (AMWCHR) is committed to creating a culture that encourages open, honest and constructive feedback to improve its service. AMWCHR is committed to ensuring that any person or organisation using our services has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Our complaints and feedback policy is based on the principles of:

- visibility and accessibility,
- responsiveness
- assessment
- feedback
- improvement focus
- service excellence.

Complaints, and other forms of feedback, provide valuable information to AMWCHR on client and stakeholder experience and provides an opportunity for continuous improvement of our service. The organisation will provide a complaints management procedure that:

- is simple and easy to use;
- is available to all members, clients and stakeholders via the organisations website;
- ensures complaints are fairly assessed and responded to promptly;
- is procedurally fair and follows principles of natural justice; and
- complies with legislative requirements.

Objectives

This policy aims to:

- put in place an open and transparent complaint handling system.
- specify the key performance indicators to which we will hold ourselves accountable.
- establish our timeframes for resolving complaints.
- clarify the roles and responsibilities of organisation staff.
- ensure staff handle complaints fairly and objectively.
- set out how staff record and analyse complaint data to identify where we can improve our services.

Guiding principles

This policy is based on seven principles.

- **Commitment**
We are committed to resolving complaints and have a culture that recognises an individual's right to complain. We value complaints and recognise them as being part of our business of serving our communities and improving service delivery.
- **Accessibility**
People with a range of needs can easily complain and staff actively assist them to navigate the complaints process.
- **Transparency**
We make it clear how to complain, where to complain and how the complaint will be handled. The transparent process taken to respond to a complaint are recorded and will stand up to scrutiny.
- **Objectivity and fairness**
Complaints are dealt with courteously, impartially, within established timeframes and are assessed on merit.
- **Privacy**
Complaint information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information. Complaint data is de-identified if reported on more widely.
- **Accountability**
We are accountable internally and externally for our decision making and complaint handling performance. We provide explanations and reasons for decisions, and ensure that our decisions are subject to appropriate review processes.
- **Continuous improvement**
Acting on, learning from and using complaint data helps us identify problems and improve our services.

2 Complaints Management Procedure

How to make a complaint A person can make a complaint in a number of ways.

Mail: PO Box 826 North Melbourne VIC 3051

Telephone: 03 9481 3000

Email: reception@amwchr.org.au

Internet: Visit our website- <https://amwchr.org.au/> and complete the contact form- <https://amwchr.org.au/contact/>

Accessibility

- AMWCHR considers the specific needs of the individual or barriers they may experience. AMWCHR will provide interpreters and translators. Please contact reception@amwchr.org.au to organise for accessibility needs.
- We will upload our complaints process onto our website for ease of reference and accountability.

Complaint handling procedure

We take a four-tiered approach to complaint handling, as follows:

- 1. Frontline resolution:** frontline staff receive the complaint, assess it, and resolve it immediately, if possible.
- 2. Investigation, if required:** if frontline staff cannot resolve the complaint, they will refer it to a member of the Management Team for investigation.
- 3. Internal review:** if the complainant is aggrieved with the process or outcome of the frontline resolution/investigation, they can request an internal review.
- 4. Access to external review:** if the complainant is aggrieved with the process or outcome of the internal review, we inform them of any available external review options.

Frontline resolution

- *We will acknowledge all complaints within 10 days of receipt.*
- *Frontline staff will receive the complaint.*
- *Frontline staff will clarify the complaint and the outcome the complainant is seeking.*
- *Frontline staff will assess the complaint to determine how it should be dealt with. If the organisation is not the right organisation to respond to the complaint, frontline staff will advise the complainant of an organisation that may be able to help.*

Investigation

- *If frontline staff cannot resolve the complaint, it will be assigned to a member of the Management Team for investigation.*
- *The Manager will advise the complainant who the contact person is and how long it will take to respond to the complaint.*
- *Complaint handling staff will aim to resolve all complaints within 28 days.*
- *If it takes longer than 28 days to resolve a complaint, the contact person will contact the complainant prior to or at this time and explain why.*
- *Complaints that are not resolved within 28 days may be escalated if necessary to ensure that a resolution is expedited.*
- *The Manager responsible for handling the complaint will write to the complainant to advise them of the outcome. The outcome letter/report will outline reasons for the decision made and the contact information for the person responsible for the decision .*
- *The Manager handling the complaint may contact the complainant to discuss the outcome of their complaint prior to sending the outcome letter.*

Internal review

The Chief Executive Officer is responsible for internal reviews – an internal review should not involve any staff who was involved in the original decision/action/investigation:

- *If complaint is not resolved through the investigation process, it will be assigned to the Chief Executive Officer for internal review.*
- *The Chief Executive Officer will advise the complainant who the contact person is and how long it will take to respond to the complaint.*
- *The Chief Executive Officer will aim to resolve all complaints within 28 days.*
- *If it takes longer than 28 days to resolve a complaint, the contact person will contact the complainant prior to or at this time and explain why.*
- *An outcome letter signed by the Chief Executive Officer will be provided to the complainant at the conclusion of every internal review.*
- *The Chief Executive Officer may contact the complainant to discuss the outcome of their complaint prior to sending the outcome letter.*
- *The outcome letter will advise the complainant of any avenues of external review available in relation to the matter, such as the Victorian Ombudsman.*

Privacy

When gathering information to respond to a complaint, we will only:

- use it to deal with the complaint or to address systemic issues arising from the complaint.
- disclose it in a de-identified format when disclosing data to the public.
- share it with staff on a need-to-know basis.

Recording complaints

All complaints are recorded using the complaints and feedback form and managed through our complaints database. We analyse our complaint data and provide annual reports to the Chief Executive Officer on how we can reduce complaints and improve services.

Senior management is responsible for acting on the recommendations in these reports.

We record the following information for each complaint:

- *the complainant's details.*
- *how the complaint was received*
- *a description of the complaint*
- *the complainant's desired outcome (if known)*
- *the agency officer responsible for handling the complaint.*
- *any action taken, including contact with the complainant, response times and the outcome.*
- *when the complaint was finalised*
- *relevant demographic information that could help improve services.*
- *any recommendations for improvement, and who is responsible for implementing them.*

Any queries regarding the recording of complaints should be directed to the Operations Manager by sending an email to reception@amwchr.org.au

Relevant legislation

Charter of Human Rights and Responsibilities Act 2006 (Vic)
Freedom of Information Act 1982 (Vic)
Independent Broad-based Anti-corruption Commission Act 2011 (Vic)
Privacy and Data Protection Act 2014 (Vic)
Public Interest Disclosure Act 2012 (Vic)

Related policies

AMWCHR Code of conduct
AMWCHR Client Charter
AMWCHR Client & Community Participation
AMWCHR Continuous Improvement & Quality Assurance
AMWCHR Client Services Manual