



COMPLAINTS PROCEDURE

Purpose of Procedure: To provide a framework for facilitating resolution of a complaint or grievance made by a participant in a professional, competent and timely manner applying principles of natural justice and confidentiality.

Scope: This procedure covers complaints or grievances relating to operational activities.

Responsible Parties:

Program Coordinators and tutors should resolve a complaint or grievance that is made to them regarding their program/course. If it is unable to be resolved satisfactorily, the complaint or grievance can be taken to the Centre Coordinator.

The Centre Coordinator will support program coordinators and tutors to resolve any complaints or grievances or seek to resolve any complaints/grievances made to them.

Complaints about issues such as security, staff, health and safety should be directed to the Coordinator.

Complaints or grievances regarding the Coordinator are to be directed to the President of the MNC Committee of Management.

If complaints/grievances are unable to be resolved by staff, the Committee of Management will seek a satisfactory outcome.

Procedure:

Maldon Neighbourhood Centre treats all allegations of unlawful discrimination and harassment as serious matters. In addressing any such allegations MNC will exercise procedural fairness in accordance with the Complaints Policy and the Access and Equity Policy.

All verbal and written complaints are to be documented and acknowledged by the person to whom the complaint is made. Complaints should be made to a program coordinator, teacher, Centre Coordinator or the President of the Committee of Management. Anyone who believes they have been discriminated against or harassed at MNC, is strongly encouraged to report it.

The following steps will be taken:

1. Discussion with the relevant parties involved regarding the grievance and recording of the following:
 - Name and contact information of complainant and subject of the complaint
 - Time and date of incident
 - Details of the complaint/grievance
 - Any action that has been taken



2. An MNC representative will investigate all aspects of the complaint and organise to discuss the matter with the subject of the complaint. The person whose behaviour has caused harm will be made aware of this policy.
3. Appropriate legal action information and referral will be provided where the behaviour would be reasonably deemed to be serious or criminal in nature.
4. Report back to person (either written or verbal) making the complaint with findings and attempt to seek resolution of the matter.
5. If the complaint/grievance is still unresolved, the matter will be tabled at the next available Committee of Management meeting for their deliberations.
6. The complainant will be invited to attend the meeting to present their case.
7. All outcomes will be provided in a written statement including reasons for decisions.

If the grievance cannot be resolved internally, Maldon Neighbourhood Centre will appoint an independent mediator to resolve the issue.

People making complaints should not suffer adverse consequences or reprisals from MNC users or any of its staff as the result of making a complaint. MNC will take steps to address any instances of discrimination or victimisation that happen as a result of a person taking action to stop unwanted or unlawful behaviour.

The Children's Services Centre Regulations may be of assistance if there have been any breaches of professional conduct and/or health and safety issues at the Occasional Childcare Service. These regulations are available in a display folder for inspection. The Children's Services Adviser at the Department of Human Service, Loddon Mallee Region, Queen St. Bendigo. Ph: 5434 5555 may be contacted with complaints relating to non-compliance with State Regulations.