

COMPLAINTS POLICY

Purpose of Policy: To guide the 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 policy covers complaints or grievances relating to operational activities.

Responsible Parties:

The Committee of Management and Centre Coordinator will ensure that the Complaints Procedure is followed by staff and volunteers.

Policy:

Participants may raise any matters of concern relating to training delivery and assessment, the quality of service, amenities, discrimination, sexual harassment and other issues, which may arise.

Complainants will not be discouraged from taking their concerns to a legal or advocacy organisation outside MNC, and will be respected and supported in that decision.

All complaints, grievances and appeals will be dealt with in a fair and timely manner taking into account the wishes of the complainant.

Each complaint, grievance, and its outcome will be recorded in writing.

All discussions will remain confidential in accordance with the Privacy and Confidentiality Policy and the dignity of all parties will be respected throughout the process

MNC will respect a complainant's right to have an independent support person of their choosing to support them through the process.

Maldon Neighbourhood Centre will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation.