

## COMPLAINT HANDLING PROCEDURE

Any staff member, tutor or volunteer who receives a complaint should encourage the complainant to approach the manager who will determine the level of severity. The complaint can be done in writing, in person or via the telephone.

The Manager will strive to resolve all complaints within two weeks. Written complaints will be acknowledged promptly.

All complaints made, verbal or written, will be recorded at the time of the complaint or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details and provided to the Manager for record keeping.

### The Process

#### Step 1 – Complete the Belvedere Community Centre (BCC) Complaint Form

When taking a complaint, staff should record all details as per BCC 'Customer Complaint Form'. Details of all communication with the complainant and any action taken to resolve the complaint will be recorded on the same form.

#### Step 2 – Ensure all details of complaint are collected

Ask the complainant for the full story, including what happened step by step. Take notes, using the complainant's own words. Allow the complainant to bring a support person to the interview if they wish to do so. Ask the complainant to check your notes to ensure that your record of the conversation is accurate and reflects the situation as they see it.

#### Step 3 – Interview all parties

The manager conducting the investigation will interview separately all those directly concerned, allowing the offender to respond. Allow them to bring a support person to the interview if they wish to do so. Listen carefully and keep records of the investigation.

The manager will determine the appropriate action based on the evidence collected.

If a complaint cannot be resolved by the above process, it should be referred to the President of the BCC Committee of Management and the complainant will be informed and given an amended timeframe for resolution.

At conclusion of the process, the outcome will be discussed with all parties involved to ensure an effective resolution is found. The manager will then file the appropriate paperwork in 'Complaint's Register' in Managers office and save a copy on line. All complaints are to be forwarded to the President of the BCC Committee of Management.

In the event the complaint cannot be resolved to the complainant's satisfaction, the Manager will inform them about where to take further action.

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