

RGSQ COMPLAINTS POLICY AND PROCEDURE

Complaints Policy

The RGSQ complaints policy aims to ensure that complaints are handled confidentially, fairly, efficiently, effectively and safely.

The President and Council members have formally considered and adopted the RGSQ complaint handling policy and will periodically review the policy and procedures. All staff and volunteers with an organisational role are expected to adhere to it.

Section 16 of the RGSQ Constitution on Dispute Resolution may be relevant to some complaints that are disputes between individuals. Section 18 of the RGSQ Privacy Policy on Feedback, Comments or Complaints is relevant to complaints applicable to the use of personal information.

Responsibilities of President and Councillors

- Promote a culture that values effective resolution of complaints.
- Be aware of our complaint handling policies and procedures.
- Be alert to complaints and resolve matters promptly.
- Assist people who wish to make a complaint to access the complaints procedure.
- Treat all people with respect, including people who make complaints.
- Provide adequate support and direction to the Councillors responsible for handling complaints.
- Report on complaint handling.
- Review reports about complaints and issues arising from complaints.

The Complaints Procedure



The steps in the complaints procedure are:

Relevant points to consider as part of the procedure are:

- Consider any relevant legislation and/or regulations when responding to complaints and feedback.
- Make information about the RGSQ complaint handling process and who to contact regarding a complaint easily available on the RGSQ website.
- Complaints should be addressed in writing to the Secretary or the President, posted or emailed to RGSQ. Emailed complaints should be sent to the Secretary at info@rgsq.org.au (unless the complaint concerns the Secretary or a member of staff) or

to the President at president@rgsq.org.au (unless the complaint concerns the President).

- First consider whether it is possible to resolve a complaint informally by talking to the individual and providing an explanation or apology.
- RGSQ may consider recording complaints resolved at first point of contact in order to keep a record.
- If a person prefers or needs another person or organisation to assist or represent them in the making and/or resolution of their complaint, this is permitted and RGSQ will communicate with them through their representative if this is their wish.
- Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision-maker.
- The complainant will be provided with reasons for decision/s and any options for redress.

RGSQ will keep records regarding:

- how any complaint was managed;
- the outcome/s of the complaint, including whether any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations;
- any outstanding actions to be followed up, including analysing any underlying causes.