

Complaints Policy

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1. PURPOSE

- 1.1 The purpose of this policy is to outline IDA's commitment to providing a just and safe service to those who wish to make a complaint about our organisation, services, staff or the handling of a complaint.

2. OBJECTIVE(S)

- 2.1 The objective of this policy is to ensure that IDA the IDA handles complaints fairly, efficiently and effectively and provides an overview of the principles and concepts of IDA's complaint management system to people who wish to make a complaint.

3. APPLICATION and EXCEPTIONS

- 3.1 This policy applies to all areas of IDA operations and applies to IDA's board, staff, volunteers and contractors who receive and manage complaints from the public and clients made to or about our organisation, services, staff, or our complaint handling process.
- 3.2 The following complaints are excluded from this policy:
- a. Matters of a contractual nature or related to any memorandum of understanding (MoU): these are to be dealt with under the terms and conditions of any relevant contract or MoU, including dispute resolution clauses
 - b. Staff/employee grievances: these are to be dealt with under the IDA's human resource policies and procedures.

4. POLICY STATEMENT(S)

- 4.1 IDA will design and implement a process for handling complaints is consistent with Australian best practice standards for Charities and Not-for-profits¹ and which will
- a. support the principles of fairness, accessibility, responsiveness, efficiency and integration into organisational culture;
 - b. be free, simple, easy to use, effectively communicated to all in plain English and is made available on our website
 - c. ensure that complaints are addressed in a way that guarantees confidentiality, respect, access and equity, fairness, accountability and transparency, freedom from conflict of interest and without detriment to people making complaints; and

¹ Wallace, S. (2018) *Model Policy Complaint Handling by Charities and Not-for-profits* [online] available: <https://www.acnc.gov.au/tools/templates/complaints-handling-model-policy-and-procedure>

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- d. Where complaints are made by, or involving traditional owners, the process will be handled in a culturally appropriate manner.
- 4.2 As far as is practicably, people making the complaints will be involved in the process and have the right to have an advocate present. IDA will also inform people who make complaints about alternative avenues for dealing with complaints.
- 4.3 Complaints will be responded to promptly and resolved as closely as possible to the point of first contact. IDA will inform all parties to the complaint about the progress of the complaint.
- 4.4 Where a complaint involves multiple agencies or multiple areas within our organisation we ensure that communication with the complainant is clear and coordinated.
- 4.5 Where our services are contracted out, as far as reasonably practical, contracted service providers should have an accessible complaint management system. The IDA will take complaints not only about the actions of our staff but also the actions of our service providers.
- 4.6 The IDA will record complaints in a systematic way so that our management and Board can undertake regular analysis of them, monitor the trends in complaints and the quality of our customer service. Our monitoring and analysis of the complaints we receive is used in our continuous improvement systems.
- 4.7 Breaches of this policy may result in formal disciplinary action being taken.

REFERENCES AND RELEVANT DOCUMENTS

IDA Complaint Handling Procedure and Guidelines

Zero Tolerance Policy

Privacy Policy and Procedures

See Employee Handbook for Grievance Policy, Disciplinary Procedures and Whistle Blower Policy

RESPONSIBILITIES

Policy Level: Governance

Approved By: Board of Directors

Date Approved: 27 July 2023

REVIEW HISTORY

DATE	ITEM NO.	ACTION
27/07/2023	All	New document approved by Board

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