

Policy: CLAN Complaint Management Policy

Version No: 1.0

Date Approved: 19 January 2014

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Date Review Scheduled: 30 June 2016

BACKGROUND

1. Introduction

CLAN believes that being open to complaints and taking them seriously is an important component of our organisational culture of continuous quality improvement. Every effort will be made to resolve complaints in a satisfactory manner and to protect the rights of the complainant including maintaining confidentiality and privacy of identity. CLAN is committed to effective and efficient management of complaints and, as such, has a clearly articulated process for managing complaints documented within this policy and reports against complaint management at each CLAN Executive Committee meeting with Complaint Management being a standing agenda item.

2. Commitment

CLAN seeks to ensure all we do is ethical, transparent and with integrity, however, should there be a time when we are not seen to be acting in this way, and a complaint is made CLAN will address it in accordance with the set procedure for complaint management. CLAN will assess all complaints made against individuals acting on behalf of CLAN or the organisation and deal with them professionally and transparently and with absolute confidentiality to respect the rights of the complainant and the person complained of.

3. Purpose

This policy has been developed to provide an appropriate complaints management framework for all Committee Members, Staff and, Volunteers and Partner Organisations of CLAN.

4. Scope

This policy applies to all Committee members, staff, volunteers and partner organizations of CLAN in whilst in the delivery of CLAN programs.

5. Definitions

<u>Term</u>	<u>Definition</u>
Complaint	A statement that something is unsatisfactory or unacceptable, whether in writing or verbal.

POLICY & GUIDELIENS/PROCEDURES

5. Lodging a complaint

A complaint can be lodged with the President of CLAN or the CLAN Executive Committee in accordance with this policy.

Complaints can be made in any form – verbal or written (electronic or hard copy form). However, if the complaint is of a serious or substantive nature, the aggrieved person is encouraged to put their complaint in writing, addressed to the President.

Where the President is the subject of, or otherwise closely linked to the cause of the complaint, the written complaint will be directed to another member of CLAN's Executive Committee. Depending on the circumstances, CLAN may engage an external party to engage in a component of the complaint process.

6. Categories of complaints

The main categories of complaints and the way they are dealt with is as follows:

- **Complaints from donors and partners** are logged and managed by members of the CLAN Executive Committee
- **Complaints from members of the public and supporters** are logged and are managed by members of the CLAN Executive Committee
- **All other external complaints** are logged and are managed by a person designated by the CLAN Executive Committee
- **Complaints about CLAN members** that fall within the bounds of the CLAN Constitution will be dealt with in accordance with the Constitution (Sections 10 – 12).

7. Complaints to the Australian Council for International Development

Should there ever be a time when CLAN is not seen to be acting in accordance with the ACFID Code of Conduct, to which we are a signatory, contact can be made with the ACFID Code of Conduct Committee by following this link: <http://www.acfid.asn.au/code-of-conduct/complaints>



8. CLAN Complaint Register

The secretary is responsible for maintaining the CLAN Complaint Register including updating information in relation to complaints from receipt to finalisation.

9. Procedure for all complaints

All complaints are assessed and directed to the appropriate person for investigation, response and resolution (*see table below*).

- All complaints, including those forwarded anonymously, will be assessed and responded to (where possible).
- An entry is made in the CLAN Complaints Register.
- An acknowledgement receipt of the complaint will be forwarded to the complainant, preferably in writing, within five working days of receiving the complaint. If the receipt is made verbally, a note to this effect is placed in the complaints register.

- The complaint will be assessed by the CLAN Executive Committee where a determination will be made as to the veracity of the complaint and whether to decline to investigate or to investigate it.
- In the event the complaint is declined, the complainant will be advised in writing of this decision and the reason why. For example, complaints that are deemed to be vexatious or frivolous will be responded to but not investigated further.
- In the event the CLAN Executive Committee determine to investigate the complaint, the investigation will be allocated for investigation.
- An entry is made in the CLAN Complaints Register.
- The complaint will be investigated which will include making all reasonable enquiries and making records of same (for example, making a written record of responses of person of which enquiries have been made, making copies of documents, screen shots from electronic records, etc).
- At the conclusion of enquiries the investigator prepares a report for consideration of the CLAN Executive Committee.
- The CLAN Executive Committee will review the investigation outcome and make a determination as to what remedial action, if any, is to take place.
- An entry is made in the CLAN Complaints Register.
- In the event remedial action is to be taken, the management of this action is to be allocated to the most appropriate representative of the CLAN Executive Committee. This Committee Member is required to update the CLAN Executive Committee until the matter is completely resolved.
- In the event of that there is no further action the matter will be closed.
- Throughout the investigation, complainants will be kept informed of progress by the investigator. This will provide the opportunity to ensure that the complainant is satisfied and confident that their complaint is being dealt with accordingly, in particular, if the matter is of a more complex nature and time is required to investigate the matter thoroughly.

10. Responsibilities for categories of complaints

<u>Type or source of complaint</u>	<u>Person responsible to investigate and resolve</u>
Decision of the organisation	President and/or member of CLAN's Executive Committee
Any complaint from a member of CLAN	President and/or member of CLAN's Executive Committee
Fundraising activities	President and/or member of CLAN's Executive Committee or member in charge
Media and publicity eg, advertising or TV program	President and/or member of CLAN's Executive Committee or staff member in charge
A particular program or project	Relevant Project Manager
Donations errors or concerns	Relevant Project Manager

About a staff member or volunteer	President and/or member of CLAN's Executive Committee
President	Other member of the Executive Committee
A member of the Executive Committee	President
Other person associated with CLAN (eg, Ambassadors, volunteers, community fundraisers)	President or Vice President (who will refer on as relevant)
CLAN member	Member of the Executive Committee representing the Committee in accordance with the Constitution

11. Reporting required

A summary analysis of all complaints will be prepared by the Secretary and for the CLAN Executive Committee on an annual basis or as deemed necessary for inclusion in the Annual Report. The CLAN Executive Committee will then decide if the report reveals systemic problems and, if so, how these will be addressed. For transparency, such matters will be discussed under the standing agenda item – Complaints Management at the CLAN Executive Committee meetings.

12. Contact CLAN

Should you have a complaint or concern to lodge with CLAN, please contact us at:

CLAN (Caring & Living As Neighbours) Inc

info@clanchildhealth.org

PO Box 996 Toronto

NSW 2283

Australia