

# Operational Policy

## Complaints Policy



### Introduction

Australian Business Volunteers (ABV) recognises the importance of being open to feedback and complaints and taking them seriously.

ABV is committed to handling complaints in a responsive and transparent manner that is clearly communicated to all involved.

### Purpose

The purpose of this document is to provide a framework for the fair and transparent handling of complaints, as well as strengthening ABV's risk management systems.

### Scope

This policy applies to all of ABV's staff, Directors, consultants, volunteers, contractors and suppliers, and members of the public and community that are impacted by our work.

### Policy

ABV commits to actively engaging in complaints handling and dispute resolution.

Under this policy a complaint is defined as:

- an expression of dissatisfaction made to ABV, related to its people, products or services, or the complaint handling process itself, where an organisational response or resolution is explicitly or implicitly expected.

The guiding principles of this policy are as follows:

- ABV commits to treating all complaints seriously.
- The complaints handling process is effective, safe, responsive, fair and accessible to all stakeholders.
- ABV aims to reach equitable outcomes for all parties involved.
- This policy is made available to all internal and external stakeholders and can be accessed via the ABV website.

A complaint can be made by:

- a member of the public or community who is affected by ABV's work.
- ABV volunteers.
- ABV staff.
- Consultants.
- Contractors and suppliers.

### Procedures

#### How to make a complaint

Complaints can be made through the following channels:

- Directly to the complainant's contact within ABV either verbally or in writing.
- Directly to ABV's management team either verbally or in writing.
- Directly to an ABV Board member in writing (a request can be made to ABV's CEO for the appropriate contact details).
- Through the contact details on ABV's website.
- Via email at [info@abv.org.au](mailto:info@abv.org.au)

#### Complaint handling process

When handling complaints ABV complies with its obligations under the *Privacy Act 1988 (Cth)* and its own Privacy Policy (<https://abv.org.au/policy/privacy/>)

The details of each complaint will be recorded in a complaint report which will detail all relevant information including:

- Who made the complaint.
- When the complaint was made.
- How the complaint was made.
- The content of the complaint.
- Who is responsible for resolving the complaint.

Once the initial details have been included in the complaint report the process will progress as follows:

- ABV management will determine appropriate person or persons within ABV to manage and resolve the complaint.
- The appropriate person or persons will determine the strategy for resolving the complaint.
- The strategy and timeframe for resolving the complaint will be entered into the complaint report.
- The strategy and timeframe for resolving the complaint will be

communicated to the complainant in writing.

- The actions to resolve the complaint will be undertaken in accordance with the determined timeframe.
- Once the complaint is resolved the complaint report is updated with the outcome and kept on file.
- If the complaint is not resolved to the satisfaction of the complainant they can either:
  1. Enter a mediation process as set out in the Mediation Procedures document.
  2. Escalate the complaint to the responsible person's manager. If the responsible person is the CEO, the complaint should be escalated to the Chair and if necessary to the Board of Directors.
- Complaints not resolved to the satisfaction of the complainant will be reviewed by a Complaints Officer to determine whether ABV's complaint handling process is appropriate or needs to be amended.

Subject to ABV's Privacy Policy and obligations under the *Privacy Act 1988 (Cth)* a copy of the complaint report will be provided to the complainant on request.

### The role of the Complaints Officer

The person serving in the role of Complaints Officer is determined by the CEO.

The Complaints Officer is responsible for:

- Reviewing and reporting to the CEO how complaints that were not resolved to the satisfaction of the complainant were handled.
- Making recommendations on how the process could be improved.

### Implementation

The CEO is responsible for the implementation of this policy by ensuring all relevant people aware of this policy.

### Related Documents

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| Board Policy 1: Code of Conduct               |
| Board Policy 7: Disclosing wrongful behaviour |
| Board Policy 11: Privacy Policy               |

### Document Information

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|---------------------------|--------------------------------|
| <b>Policy number:</b>     |                                |
| <b>Policy Owner</b>       | CEO                            |
| <b>Policy Authority</b>   | CEO                            |
| <b>Policy Implementer</b> | Director of Corporate Services |
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