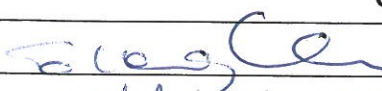


Title:	Complaints and Grievance Policy
Section:	Customer Service
Version Number:	2
Approval	CEO
Signature	
Date	2 nd August 2013
Review Date:	2 years from date of approval

1. POLICY STATEMENT

Volunteering SA&NT is committed to achieving and maintaining an environment that is positive, productive and harmonious, where complaints, grievances and appeals are managed promptly, confidentially, impartially and fairly.

Volunteering SA&NT welcomes feedback— both positive and negative— from our clients, members and our workforce and believes such feedback represents an opportunity for improvement.

While Volunteering SA & NT acknowledges that all constructive feedback is welcome; complaints and grievances that are reasonably deemed by the CEO and/or Board to be vexatious or frivolous will not be subject to this policy.

2. OBJECTIVE

Volunteering SA & NT is committed to ensuring:

- Fair, impartial, just and confidential handling of concerns and grievances.
- All Volunteering SA&NT clients, members and staff have access to the Complaint and Grievance system and associated policies and procedures.
- Action is taken promptly, within agreed timeframes and according to VSA&NT procedures.
- All parties are protected from victimisation.
- Complainants are able to be represented by an advocate, at their own expense.

Volunteering SA&NT expects that the complainant:

- Will raise complaints and grievances with Volunteering SA&NT in a timely manner to enable rapid resolution.
- Will not raise complaints that are vexatious or frivolous.

3. LEGISLATION

- Age Discrimination Act 2004
- Disability Discrimination and Other Human Rights Legislation Amendment Act 2009
- Racial Discrimination Amendment Act 1980
- Sex Discrimination Amendment Act 1991
- Competition and Consumer Act 2010
- Equal Opportunity Act 1984 (SA)
- Anti discrimination Act 2011 (NT)
- Consumer Affairs And Fair Trading Act 2011 (NT)

4. DEFINITIONS

Complaints:

- Expressions of dissatisfaction or grievance made to Volunteering SA&NT by members of the general public, local government, State Government agencies, service providers and businesses or community organizations and as such form a major source of the public's perception of services received from Volunteering SA&NT.
- Concerns or complaints about unfair treatment, discrimination, harassment, vilification and/or bullying which are not otherwise managed under a separate review, appeal, resolution or complaint procedure.

Staff: Paid employees and volunteers who work within, or at the direction of, volunteering SA & NT.

5. REFERENCES / RELATED DOCUMENTS

- Client Complaints and Grievance Procedure
- Workforce Grievance Procedure