



Title:	Complaints and Grievance Policy
Section:	Communications & Customer Service
Version Number:	1
Approval	CEO
Signature	<i>[Handwritten Signature]</i>
Date	<i>3rd September 2010</i>
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 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 is expects that the complainant:

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

3. LEGISLATION

Federal

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

SA - Equal Opportunity Act 1984

NT - Anti discrimination Act

4. DEFINITIONS

Complaints:

- Expressions of dissatisfaction or grievance made to VSA&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