

Australian War Widows (SA) Inc

Complaint Handling Procedure

When responding to complaints members, staff and volunteers are to act in accordance with the Australian War Widows (SA) Inc (AWW), Complaint Handling Procedures, Complaints and Dispute Resolution Policy, the Code of Conduct and Constitution.

Members, staff and volunteers should also consider relevant legislation such as the Associations Incorporation Act and Regulations 1985, and the requirements of the Australian Charities and Not for Profits Commission.

1. Complaints Received

Complaints can be made verbally, in writing or on the prescribed form (refer Appendix 1). We will acknowledge receipt of each complaint promptly, and preferably within 10 working days.

All complaints not initially resolved are to be recorded:

- Including contact information of the complainant and the date received;
- Issues raised and the outcome they want;
- Any other relevant information.

2. Access and Investigate

2.1. Initial Assessment

- The Secretary will acknowledge the complaint and advise the President and Vice President that a complaint has been received.
- The President and/or Vice President will attempt to resolve the issue with the complainant.
- If the issue is not initially resolved, then the Complaint Handling Procedure will be invoked.

The complaint will then be tabled at the next Committee meeting, where they will confirm whether the issue/s raised is/are within our control. The Committee will consider the outcome/s sought by the person making the complaint and where there is more than one issue raised, and determine whether each issue needs to be separately addressed. When determining how a complaint will be managed the Committee will consider:

- How serious, complicated or urgent the complaint is;
- Whether the complaint raises concerns about people's health and safety;
- How the person making the complaint is affected;

- The risks involved if resolution is delayed;
- Whether a resolution requires involvement of an external party.

2.2. Investigating the Complaint

The Committee will assess the complaint and consider how best to manage it. They will:

- Provide the complainant information or an explanation;
- Gather information about the issue or area that the complaint is about;
- Investigate the claims made in the complaint.

The Secretary will keep the complainant up to date on progress of their complaint, particularly if there are any delays.

AWW will communicate the outcome of the complaint using the most appropriate medium.

3. Determine Outcome and provide reasons for Decision

Following consideration and investigation into the issue/s raised in the complaint AWW will advise the complainant:

- The outcome of the complaint and action taken;
- Reason/s for our decision;
- Remedy or solution/s that we have proposed or put in place;
- Options for review available to the complainant, such as an ~~internal review~~, external review or appeal and any outstanding actions to be followed up.

4. Closure of the Complaint and Record Keeping

AWW will keep records about how the complaint was managed, the outcome, any recommendations and/or decisions made to address problems identified.

Australian War Widows (SA) Inc

Complaint Process

To: The Secretary

I being a
Member / staff member / volunteer /member of the public (circle one)

Wish to make the following complaint:
(please provide details of the issue and how you would want this resolved)

Signed: Date:

Office Use;

Date Received:

Date of acknowledged:

Method of acknowledgement: