

Policy Title:	Complaints		
Owned by:	Chief Executive Officer	Adopted on:	20 September 2013
Responsibility:	Leadership Group	Review Date:	20 September 2016

Policy Statement

Any person or entity has a right to have complaints dealt with systematically and with respect for their privacy. Complainants are entitled to be represented at all stages by an advocate of their choice and will be informed of this right when lodging a complaint. Serious allegations will be acknowledged within 48 hours. Where a serious complaint is made about an employee/volunteer/contractor or student, who is the subject of the complaint is to have no contact with the complainant until the matter is resolved. Every effort will be made to ensure timely resolution.

Principles

1. Where possible, complaints will be resolved by discussion and negotiation between the parties.
2. A complainant has the right to have their complaint dealt with by an appropriate level of management.
3. Complainants can exercise their rights to lodge a complaint with the relevant funding body where such an option is available.

Related legislation, policies and procedures

- Human Rights Charter
- Equal Opportunity Act
- Access & Equity Policy
- Equal Opportunity Policy
- Privacy Policy
- Complaints Procedure
- Unacceptable Behaviour Policy