



CLAN Complaints Policy, 2013

CLAN welcomes and commits to respond - within a reasonable timeframe - to any feedback or complaints it formally receives about any aspect of its service operation.

What is a Complaint?

For the purposes of this policy, a 'complaint' is the written lodgement of an expression of dissatisfaction or grievance by a person with the quality of their service experience with CLAN (or that of a named Complainant on whose behalf they are acting), or more specifically concerning the behaviour of or their treatment by an employee or member of CLAN.

A complaint may be in reference to CLAN's policies, procedures, employees, members or quality of service offered or provided.

Please note that a complaint may be premature or inappropriate in the following situations:

- A request for service is being assessed or is awaiting allocation and commencement – unless progress has been unreasonably delayed and/or poorly communicated
- In relation to a policy or procedure without having sought and received (in a reasonable timeframe) clarification of or agreement to review a policy or procedure of concern, or
- The lodgement of any appeal against a decision when it is a normal part of standard procedure or policy.

How do I lodge a Complaint?

A written complaint is required. In your written complaint, please:

- identify the name of the person or persons wishing to make a complaint, including their contact details (and your contact details if you are acting on their behalf)
- details of the incident and circumstance of your complaint
- the time and date it occurred
- which staff member/s and/or CLAN member/s were involved in the matter
- what (if any) actions you have taken – and/or CLAN has taken – to resolve your complaint, and what (if any) result this has brought about
- What has been the impact on the Complainant, and what would you like or believe should be the outcome of your complaint being brought to the attention of the CLAN Committee.

PLEASE NOTE: If you are unable to write down your complaint, please arrange for someone else to write it on your behalf, or you may contact the CLAN office for assistance with this. Where CLAN assists, you will then be sent a written copy of your complaint, and asked to sign and return it to CLAN for formal lodgement.

Your written complaint should then be forwarded to the CLAN Committee, marked 'Confidential Complaint'. This committee is responsible for receiving and managing the processing of any formal complaint.

You can send your complaint to the CLAN committee either by email at:

committee@clan.org.au, or by post to: **CLAN Committee, PO Box 164, Georges Hall NSW 2198**

What happens after a Complaint is lodged?

You will receive acknowledgement of receipt of your complaint by the CLAN Committee within 5 working days.

Depending on the nature and urgency of the Complaint, the committee will then investigate the matter, and consider any necessary changes or reparative actions they consider necessary, based on the findings of their investigation.

The Committee Chair will then write back to the Complainant/s summarising their investigation and advising of any proposed changes or reparative actions. The Complainant will be invited to call the Committee member writing the letter, to discuss the result if they wish.

If you are not satisfied with the outcome of your Complaint, you may wish to consult the Australian Charities and Not for Profit Commission about further courses of action. The ACNC website is at:

http://www.acnc.gov.au/ACNC/Contact_us/Raise_Concern/ACNC/Adv/Raise_Concern.aspx

POLICY VERSION:

1.2

COMMENCEMENT DATE

26 SEPTEMBER 2013