



# Charity Complaints Management Policy

Version 1.0

## Approval

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BrAshA-T President  
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## 1. Introduction

### *Purpose*

This policy is intended to ensure that BrAshA-T Ataxia Telangiectasia Limited (BrAshA-T) handles complaints fairly, efficiently and effectively.

This policy provides guidance to our volunteers who wish to make a complaint on the key principles and concepts of our complaint management system.

### *Scope*

This policy applies to all volunteers, receiving or managing complaints from the public and vendors made to or about us, regarding our fundraisers and volunteers, or our complaint handling process.

### *Charity Commitment*

BrAshA-T expects all volunteers to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from volunteers and the way that commitment should be implemented.

Who	Commitment	How
Board of Directors	Promote a culture that values complaints and their effective resolution	Updates to the board on our complaint handling. Provide adequate support and direction to volunteers for handling complaints. Review any appropriate reports about complaint trends and issues arising from complaints. Treat all people with respect, including people who make complaints. Encourage all volunteers to be alert to complaints and assist those responsible for handling complaints to resolve them promptly. Support recommendations for volunteer complaint handling improvements. Implement changes arising from individual complaints. Be alert to complaints and assist volunteers handling complaints resolve matters promptly.

All Volunteers	Understand and comply with the charity's complaint handling practices	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of our complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access our complaints process.</p> <p>Be alert to complaints and assist volunteers handling complaints resolve matters promptly.</p>
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## 2. Terms and Definitions

### *Complaint*

An expression of dissatisfaction made to or about us, our services, volunteers or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

As well as complaints being made directly to our organisation, noting that some complaints can be made on social media.

### *Complaint handling/management system*

All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

### *Dispute*

An unresolved complaint escalated either within or outside of the charity.

### *Feedback*

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling system where a response is not explicitly or implicitly expected or legally required.

### *Grievance*

A clear, formal written statement by an individual volunteer about another volunteer or a work-related problem.

### *Policy*

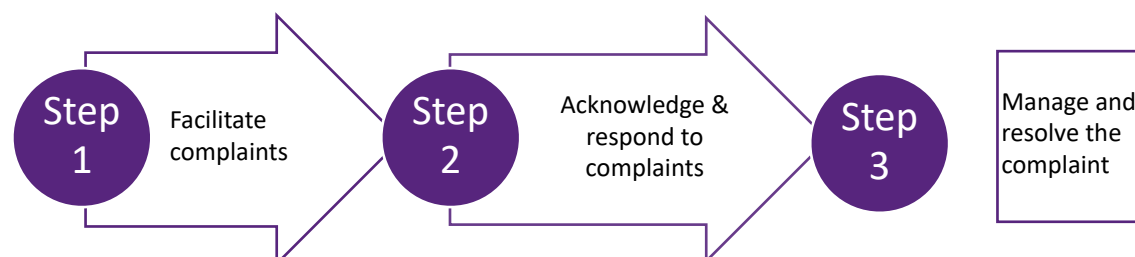
A statement of instruction that sets out how the charity should fulfil its vision, mission and goals.

## *Procedure*

A statement or instruction that sets out how the charities policies will be implemented and by whom.

### **3. Guiding principles**

An effective complaint handling system must be modelled on the principles of fairness, accessibility, responsiveness, efficiency and integration into the charities culture.



#### **3.1 Facilitate Complaints**

### *People Focus*

BrAshA-T are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

People making complaints will be:

- provided with information about our complaint handling process and how to access it
- listened to, treated with respect by volunteers and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

### *No detriment to people making complaints*

BrAshA-T will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

### *Anonymous complaints*

BrAshA-T accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

### *Accessibility*

BrAshA-T will ensure that information about how and where complaints may be made to or about us is publicised, on the charity website.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, the charity will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

### *No charge*

Complaining to us is free.

## **3.2 Acknowledge and respond to complaints**

### *Early resolution*

Where possible, complaints will be resolved at first contact with the charity.

When appropriate the charity may offer an explanation or apology to the person making the complaint.

### *Responsiveness*

The charity will promptly acknowledge receipt of complaints.

The charity will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

The charity is committed to managing people's expectations, and will inform them as soon as possible the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

The charity will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

The charity will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

### *Objectivity and fairness*

The charity will address each complaint with integrity and in an equitable, objective and unbiased manner.

The charity will ensure that the person handling a complaint is different from any volunteer whose conduct or service is being complained about.

Conflicts of interest, whether actual or perceived, will be managed responsibly.

### *Responding flexibly*

The charities volunteers are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

The charity will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

### *Confidentiality*

The charity will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by the charity as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

## **3.2 Manage and resolve complaints**

### *Complaints involving multiple parties*

Where a complaint involves multiple parties, we will work with the other volunteer/s, organisation/s or vendor/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within the charity, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

### *Managing unreasonable conduct by people making complaints*

The charity is committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our volunteers, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with the charity, their conduct can significantly affect the progress and efficiency of our work. As a result, the charity will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our volunteers to do the same in accordance with this policy.

### *Alternative avenues for dealing with complaints*

We will inform people who make complaints to or about us about any internal or external review options available to them.

## **4. Accountability and learning**

### **4.1 Analysis and evaluation of complaints**

The charity will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis by the Board of Directors.

Reports will be run on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints

- systemic issues identified, and
- the number of requests we receive for internal and/or external review of the charities complaint handling.

Analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis can be provided to the Board of Directors, at least annually.

#### **4.2 Monitoring of the complaint management system**

The charity will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints
- identify and correct deficiencies in the operation of complaint management
- monitoring may include the use of audits, complaint satisfaction surveys and online listening tools

#### **4.3 Continuous improvement**

The charity is committed to improving the way we operate, including our management of the effectiveness and efficiency of our complaint management. To this end, we will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by volunteers
- regularly review the complaint management process and complaint data
- implement appropriate changes arising out of our analysis of complaints data and continual monitoring of the system.