



Complaints Policy

Purpose:

Community Spirit Foundation (CSF) is committed to ensuring that any person or organisation using services provided by CSF or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members, clients and stakeholders via the CSF website.
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements.

Our commitment:

If you make a complaint to CSF you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being investigated
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

Procedures for making a complaint:

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time unless you are making a complaint about this person.
- the Chief Operating Officer or Chief Executive, or

If the complaint is about:

- a product or service delivered by CSF, the complaint will normally be dealt with by the relevant manager
- a staff member, the complaint will normally be dealt with by the relevant manager

- a senior staff member, the complaint will normally be dealt with by the Chief Operating Officer or the Chief Executive
- the Chief Operating Officer, the complaint will normally be dealt with by the Chief Executive of CSF
- the Chief Executive, the complaint will normally be dealt with by the Chair of CSF
- Internal complaints, where a staff member makes a complaint concerning another staff member, will be dealt with in accordance with the Grievance Handling Policy of CSF.

Written complaints may be sent to the CSF head office via email admin@communityspiritfoundation.org.au or post

Attn: Chief Operating Officer
PO Box 4335,
Richmond East, VIC 3121.

The Chief Operating Officer will be responsible for receiving this correspondence and directing it to the appropriate person.

Procedure for complaints management:

The person managing the complaint will be responsible for:

1. Registering the complaint:
 - registering the complaint in the CSF complaints register
 - informing the complainant that their complaint has been received and providing them with information about the process and time frame.
2. Investigating the complaint:
 - examining the complaint within 5 working days of the complaint being received
 - informing the complainant by email within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.
3. Resolving the complaint:
 - making a decision or referring to the appropriate people for a decision within 20 working days of the complaint being received
 - Informing the complainant of the outcome and any options for further action if required
4. What if I am unhappy with the resolution?
 - If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Ombudsman in your state. The Ombudsman's office will determine if it has the power to investigate your complaint.

Record Keeping

A register of complaints will be kept by CSF. The register will be maintained by the Chief Operating Officer and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken

- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by CSF in connection with any complaints will be kept for 7 years. The complaints register and files will be confidential, and access is restricted to the Chief Operating Officer, the Chief Executive and Director of Finance & Operations, Financial Controller and the Office Manager.