

Complaints Procedures

STEP 1 – Initial Review of Complaint

No.	Who	Actions
1.1	Client	a) Raises the concern with Youth Projects staff.
1.2	Staff	a) Attempt to resolve the complaint immediately.
1.3	Staff	a) If the matter is successfully resolved, complete the “ Complaints Lodgement Form ” and submit to Admin for processing. b) If the matter is not resolved, advise client of their right to make a formal complaint referring them to the Complaints policy. c) Provide client with access to the “ Complaints Lodgement Form ”.
1.4	Admin	a) Enter details of Complaint into Student Management system (SMS) b) Enter details of Complaint into Complaints Register . c) Note actions on “ Complaints Lodgement Form ”. d) Notify Manager of the resolved Complaint. e) File “ Complaints Lodgement Form ” (if appeal resolved) onto Client file.

STEP 2 – Lodgement of Complaint

No.	Who	Actions
2.1	Client	a) Lodges a complaint in writing using the “ Complaints Lodgement form ”. b) Submits within seven (7) days of the date of the issue.
2.2	Admin	a) Enter details of complaint into Student Management system (SMS) b) Enter details of complaint into Complaints Register . c) Note actions on “ Complaints Lodgement Form ”. d) Print and commence “ Complaints Progress Form ”. e) Provide all documentation to Manager for action.
2.3	Manager	a) On receipt of the complaint documentation, acknowledge receipt of the claim, in writing, to the complainant within two (2) working days, this may be via email, letter or fax. b) Keep all documentation in a Complaints file, which will remain in place until the complaint is resolved. After which time all complaints documentation will be placed on the Client file.

STEP 3 – Processing the Complaint

No.	Who	Actions
3.1	Manager	a) Implement appropriate resolution techniques to resolve the issue promptly to the mutual satisfaction of all parties. b) Inform any respondent(s) (if applicable) by letter, that a complaint has been received. This letter will be forwarded within 2 (two) working days of receipt of the original formal complaint.
3.2	Manager	a) Review, investigate and mediate to resolve the complaint within seven (7) days. Actions which may be taken include, but are not limited to: i. Discussing the facts of the complaint with the complainant. ii. Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness. iii. Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level. iv. Interview all parties individually, including any witnesses. v. Conduct interviews privately and confidentially vi. Where applicable, report the outcome of the meeting with the

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		respondent to the complainant. vii. Seek preferred outcome from each of the parties.
3.3	Manager	a) Determine a resolution to resolve the complaint, within Youth Projects policies. b) Advise all parties of the outcome of the complaint in writing, within five (5) working days.
3.4	Manager	a) Confirm all parties are satisfied with the outcome of the complaint. b) If client is dissatisfied with outcome, advise the client of their right to further progress the appeal through the External Arbitrator. (See to Step 5) c) Note actions on “Complaints Progress Form” .

STEP 4 – Finalising the Complaint

No.	Who	Actions
4.1	Manager	a) Complete all necessary documentation including the “Complaints Progress form” , noting actions and outcomes of the complaints resolution process. b) Place all documentation in the client’s complaints file and provide to admin for completion. c) Implement agreed actions and /or administrative arrangements. d) Monitor the learning environment to ensure that the behaviour/incident does not re-occur.
4.2	Admin	a) Enter details of complaint outcome into Student Management system (SMS) b) Enter details of complaint outcome into Complaints Register . c) Note actions on and complete the “Complaints Progress Form” . d) Place all documentation from complaint file onto Client file.
4.3	Manager	a) Ensure that the issue, policy and procedures relating to any substantiated complaint is reviewed and progressed through continuous improvement processes, as appropriate

STEP 5 – Referral to External Arbitrator

No.	Who	Actions
5.1	Manager or Client	a) Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation. b) Cooperate with External Arbitrator for a review of the complaint.
5.2	External Arbitrator	a) Review, investigate and mediate the complaint with all relevant parties and make a ruling. b) Prepare a formal written report on the investigation, providing a copy to both Manager Youth Projects and complainant. c) Youth Projects will abide by any resolutions as recommended by the External Arbitrator.
5.3	Manager	a) If the complaint is upheld, go to Step 4.1.
5.4	Manager	a) If the complaint is rejected notify the complainant in writing that the original decision is to stand. b) Go to Step 4.1.