

## **Complaints Policy**

### **1. Purpose & Scope of Document**

- 1.1 This Complaints Policy provides a framework of how complaints should be made and how they will be handled. It applies to all the activities and events that the Positive Vibes Foundation (PVF) undertakes. Complaints can be made by any person involved in PVF's activities and events either as a volunteer or participant.
- 1.2 PVF may amend or vary this Complaints Policy, in its absolute discretion, from time to time.

### **2. Types of Complaints**

- 2.1 There are many factors that influence a person's decision to make a complaint. There is also a range in the types of complaints that can be made. Examples of factors and types of complaints include:

#### **2.2 *Activities/ Events Delivery Complaints***

- dissatisfaction with the activity/ event provided
- accuracy and timeliness of information
- communication breakdown
- cultural issues
- stress and fatigue
- incidents of conflict
- inappropriate behaviour of volunteers/ participants
- poor maintenance of facilities and equipment
- abuse, harassment, discrimination and neglect of any person
- breach in client confidentiality

#### **2.3 *Governance Complaints***

- financial mismanagement
- fraud
- procedures followed not in accordance with PVF's constitution or policies, in particular its Code of Conduct

### **3. Methods of Complaint**

- 3.1 There are two ways you may choose to make a complaint to PVF:

- verbal – face to face or by phone
- written – via PVF’s Complaint Form

3.2 You may make a complain anonymously if you so wish. This will be respected and your complaint will be investigated.

#### **4. Responding to Complaints**

4.1 Complaints will be immediately investigated by a Director of PVF using the following process:

##### **4.2 Verbal Complaints**

- We will listen to you and respond in a polite and respectful manner.
- We will clarify your understanding of the complaint and ask you how you would like the complaint to be resolved. Wherever possible, we will try to resolve the complaint at the time.
- You may submit your complaint in writing using our Complaint Form.

##### **4.3 Written Complaints**

- All complaints of a serious nature e.g. corruption, fraud, harassment, etc. should be submitted in writing and forwarded to a PVF Director for investigation. If the complaint involves a PVF Director, the matter should be referred to the Chair of PVF.
- Upon receiving the complaint, PVF will aim to provide a response within ten (10) working days.
- The response may include the following: confirmation that the complaint has been received and the matter is being investigated; an understanding of the complaint; suggested actions for resolving the complaint; complaint process, including the estimated timeframe for resolution; client satisfaction and right to appeal; contact name and number.

##### **4.4 Appeals and Seeking Outside Assistance**

- If the complaint cannot be resolved internally, the matter can be referred to the Australian Charities and Not-For-Profit Commission (ACNC).