

## CHAOS Policy Document

Name of policy: Handling of complaints

Date of policy: May 2016

Signed: CHAOS Committee

Policy Number: M3

### Introduction

CHAOS strives to operate to a high standard of quality in working with and for our members and with external stakeholders. Within the CHAOS rules of incorporation provision has been made for grievances occurring between member organisations and member organisations and the CHAOS committee. A complaint may occur where a CHAOS Member or an external stakeholder believe the networker, another staff member, volunteer or network committee have not met their reasonable expectations.

### Purpose of policy

To expand the reach of the grievance clause in the constitution, this policy outlines how

1. The representative of a member organisation can make a complaint
2. An external stakeholder can make a complaint.

### Policy

All members and external stakeholders have the right to make a complaint where they believe a CHAOS staff member, volunteer or committee member have not met their reasonable expectations.

### Procedure

1. Where a member organisation or external stakeholder wishes to make a complaint, in the first instance it should be discussed with the other person/s involved.
2. If the complaint cannot be resolved by talking to the other person the complaint should be made to the chairperson of the CHAOS Committee of Governance.

3. Where the complaint is about the chairperson and the complainant does not feel they are able to discuss the complaint with them, they should contact another member of the CHAOS executive.
4. Where the issue is minor and the member simply wants to raise this as a point of feedback, the complaint does not need to be made in writing.
5. Where the complaint is of a serious nature, the complaint should be made in writing to the Chairperson of the CHAOS Committee, or another executive member.
6. In recognition each complaint is different, the CHAOS representative receiving the complaint will contact another committee member to listen to and then consider the complaint and the appropriate course of action.
7. Where the complaint is of a serious nature, the CHAOS representatives receiving the complaint will investigate if any legislation, policies, contracts or rules of incorporation may impact on how the matter is handled.
8. The two representatives of the CHAOS committee will communicate with the remainder of the CHAOS committee prior to any action which may result in disciplinary action, the loss of employment or standing down of a committee member.
9. Wherever possible complaints should be dealt with as soon as practicable
10. In considering complaints the CHAOS Committee will give due consideration to whether the complaint has arisen due to neglect or lack of resources.
11. The committee representative will inform the complainant of the outcome of their complaint. Depending on the nature of the complaint this may be verbally or in writing.
12. A register of complaints will be kept by the Committee Secretary. This will include the outcome of any complaints and copies of letters sent detailing an outcome.
13. Where the complainant is not happy with the outcome of the complaint, if they are from a member organisation they can utilise the grievance procedure from the rules of incorporation. If they are from an external stakeholder, they can appeal to the committee to reconsider the outcome of the complaint. A response to such letter will be at the discretion of the full CHAOS committee.