

The Charbray Society of Australia – Complaints Resolution Procedures

Introduction This Complaints Resolution Procedure provides guidance in resolving issues raised by Members of the Charbray Society of Australia Ltd. The Society imposes no cost on the process of lodging a complaint. However, if an external agency is engaged, the Society may choose to charge the complainant a fee for this service.

Scope The Complaints Resolution Procedure applies to all Members and is designed for the settlement of complaints or issues relevant to the complainant's involvement within the Society.

Receipt of Complaint

To be in writing, addressed to the Executive Committee and delivered via a Council Member, Email to Admin Office or Letter to the Society postal address.

Notice

Any person nominated in the complaint will be provided with written details of the claim against them and will have the opportunity to respond before a resolution is attempted.

Informal stage

1. The Executive will encourage parties to the complaint to resolve through open discussion with the person who is the subject or is responsible for acting.
2. If there is no immediate resolution, an Executive Committee member may agree to support or mediate between the parties involved.
3. If the matter of the complaint is not resolved, and if the complainant wishes to take the matter further, the complaint will be forwarded to the Societies Management Council. At this point it will move to the formal stage for resolution.

Formal stage

The complaint will be managed and monitored throughout the process by the Society Management Council. The Societies Management Council may choose to involve an internal or external mediator in order to resolve the issue. Any parties to a complaint may have a supporter assist and support them during resolution proceedings. A recommended action for resolution to any parties to the complaint will be presented by the Society's Management Council.

Definitions

Complainant The person who initiates the complaint resolution process by signing and lodging a written complaint with a particular Council Member or the administration office.

Complaint A written notice of dissatisfaction with any issues relevant to the complainant's involvement within the Society or services offered by the Society that makes it clear to the recipient that a direct, personal response has been requested.

Complaint resolution The process by which complaints are acknowledged and an acceptable outcome agreed to by the parties involved.

Confidentiality In seeking to resolve a complaint, either informally or formally, confidentiality will be maintained as far as legally possible.

Formal stage A sequence of mediated processes put in place to address a specific documented complaint.

Informal stage Processes for dealing with the complaints directly between the parties involved, with no formal mediation.

Mediation A structured process led by a neutral third party seeking to negotiate an acceptable resolution to a complaint.

Third party A person outside the complaint who can act as facilitator and assist with the resolution process. This can be an external representative but not a legal representative.

Supporter A person who provides personal support to a party involved with the complaint.