

Complaints and Feedback Policy

Introduction

Complaints can be viewed as a positive interaction with the people and community Gran's Van serves. They form part of the valuable feedback process and are linked to continuous improvement across the association. Good complaint handling can provide knowledge which can be used to:

- Prevent issues from affecting others and escalating into larger concerns.
- Improve our services and processes.
- Build better relationships with our clients and other organisations we interact with.
- Empower our staff to resolve issues effectively and efficiently.
- Improve the health and safety of our staff and clients.

Poor complaint handling can cost Gran's Van:

- Donor and volunteer loyalty.
- Our highly regarded public reputation.

In this policy, the term "staff" is intended to describe both employees and volunteers.

Purpose

This policy establishes guidelines for handling complaints and feedback, in the interest of improving our performance.

Definitions

Complaint	is an expression of dissatisfaction made to or about us, our services, staff, or the handling of a complaint where a response or resolution is expected or implied. As well as complaints being made directly to our organisation, some complaints or negative comments may be made on social media.
Dispute	is an unresolved complaint which has escalated, within or outside of Gran's Van.
Feedback	consists of opinions, compliments, comments, and expressions of concern, made directly or indirectly, to or about us, our services or complaint handling process.

Policy

The processes for the handling of complaints will be fully documented.

All complaints and disputes will be addressed promptly using the following guiding principles:

- Transparency** – we are committed to informing staff, clients, and stakeholders about our complaints process.
- Fairness** – we will handle complaints and feedback objectively; any staff or Board member mentioned in a complaint will be excluded from the management of that complaint.
- Respect** – anyone presenting a complaint or feedback will be treated with respect.
- Confidentiality** – we are committed to confidentiality in the complaint process.

- e. **Accessibility** – the mechanism for making a complaint or registering feedback will be made clear. If a person who requires assistance or needs another person to assist or represent them in the making or resolution of a complaint, we will communicate with them through their representative if that is their wish. Anyone may represent a person wishing to make a complaint, with their consent.
- f. **Timeliness** – complaints or feedback will be dealt with in a timely manner and parties to the complaint will be kept informed of the progress of the complaint.
- g. **Continuous Improvement** – complaints and feedback form part of our continuous improvement process.

Related Policy Documents

Complaint Handling Procedure

Grievance Policy

Anti-Discrimination Policy

Harassment and Bullying Policy

Code of Conduct