Tomorrow Today Foundation

Policy and Procedure Documentation

Policy:	Complaints Handling Policy and Procedure	**Last updated:**	NEW
Category:	Human Resources	**Status:**	Approved
Purpose:	To provide information on how complaints or concerns about Tomorrow Today can be raised	**Approved by:**	Board
		Endorsement Date:	15.7.2022
Definitions:	A **complaint** is an expression of dissatisfaction related to one or more of the following: • the organisation's services or dealings with individuals • allegations of abuse or misconduct by a staff member, a volunteer or another individual associated with the organisation • the inadequate handling of a prior concern	**Review Date:**	July 2024

COMPLAINTS POLICY AND PROCEDURE

Background

Tomorrow Today seeks to maintain and enhance its reputation of providing program participants and the Benalla community with high quality support. We value complaints as they assist us to improve our programs. Tomorrow Today is committed to being responsive to the needs and concerns from program participants and the Benalla community, and to resolving complaints as quickly as possible.

Objective

The objectives of this policy and procedure:

- To inform program participants and the Benalla community of Tomorrow Today's complaint lodgement and handling processes
- To ensure complaints are investigated impartially with a balanced view of all information or evidence
- To ensure reasonable steps are taken to protect personal information; and
- To ensure complaints are considered on their merits taking into account individual circumstances and needs

Scope

This policy relates to complaints that are raised by:

- Parents/carers
- Partner agencies
- Members of the Benalla community

IMPORTANT:

- **Complaints or concerns raised by or on behalf of children are to be managed via the *Child-Focused Complaints Policy and Procedure***
- **Complaints or concerns involving Tomorrow Today staff or volunteers will be managed via the relevant *Code of Conduct*.**

Policy

Tomorrow Today welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with program participants and the community and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

When addressing a complaint, it is expected that all parties will:

- Raise and discuss issues in a courteous and respectful manner
- Acknowledge that the goal is to achieve an outcome that is in the affected party's best interests and acceptable to all parties
- Respect the privacy and confidentiality of those involved

Complaints Procedure

Item	Detail	Who
What can be reported?	Any concerns or complaints, including: • the organisation's services or dealings with individuals • allegations of abuse or misconduct by a staff member, a volunteer or another individual associated with the organisation • disclosures of abuse or harm made by a child • the conduct of a child at the organisation • the inadequate handling of a prior concern • general concerns about the safety of a group of children or activity.	
How a complaint or concern can be received	A complaint can be provided face-to-face, via a letter, email, telephone call or meeting. Acknowledgement of receipt of a complaint will be made within 48 hours.	Tomorrow Today Staff
Assess the complaint or concern	Evaluate the complaint or concern and take any immediate action to address safety concerns or risks. Soon as practicable, inform the EBP Manager or Executive Officer of the complaint or concern.	Tomorrow Today Staff
Record details of the complaint or concern	Record details of the complaint or concern, using the *Tomorrow Today Complaint Record Form*. Soon as practicable, provide the record of the complaint or concern to the EBP Manager or EO.	Tomorrow Today Staff

Investigate the complaint or concern	The EBP Manager or Executive Officer assess the matter. This process may require speaking to others to obtain details about the situation or the concerns raised. If the matter can be easily resolved, undertake an informal resolution process. Tomorrow Today may undertake a formal investigation to analyse, assess and weigh evidence. Referrals to external organisations may form part of the investigation/resolution process.	EPB Manager/EO
Resolution	A resolution meeting will be arranged with the Executive Officer or Education Benalla Program Manager to discuss the complaint with the aim of reaching a resolution satisfactory to all parties. We aim to hold this meeting within 10 working days of the complaint being raised. Where appropriate, Tomorrow Today may seek to resolve a complaint by: • an apology or expression of regret • a change of decision • a change of policy, procedure or practice • other actions consistent with Tomorrow Today's values that are intended to support the program participant and encourage engagement and participation in future activities.	EPB Manager/EO
Data Storage	Any information relating to the concern or complaint will be stored in confidential electronic files in line with the Privacy Act.	EO
Continuous improvement	Tomorrow Today will undertake continuous improvement of the findings of any investigation.	EO

Related Documents

Child-Focused Complaints Policy and Procedure
Code of Conduct – Staff
Code of Conduct -- Volunteer
Employee Code of Practice
Child Safety Code of Practice
Child Safe Policy and Procedure
Reporting a Child at Risk form
Diversity and Inclusion Policy

References

National Child Safe Standards 2022
Victorian Child Safe Standards 2022
Privacy and Data Protection Act 2014 (Vic)