



## **POLICY: Feedback, complaints, grievances and appeals**

### **Approval and review:**

|                                |                    |                             |            |
|--------------------------------|--------------------|-----------------------------|------------|
| <b>Master document number:</b> | SWPO – 020         | <b>Version number:</b>      | 002        |
| <b>Approved by:</b>            | Amanda Mather, CEO | <b>Date of approval:</b>    | 20/12/2019 |
| <b>Date of operation:</b>      | 20/12/2019         | <b>Date to be reviewed:</b> | Annually   |

### **1. Purpose**

The management of feedback, complaints, grievances and appeals is a critical component of the continuous improvement philosophy Sporting Wheelies and Disabled Association (the Association) operates under.

Feedback and analysis of information contributes to business planning activities which can lead to improvements and increased satisfaction across the Association's operations.

The Association recognises that listening to people and taking on their feedback is a source of ideas to improve the quality of services it provides, and is vital when striving for fair and reasonable outcomes for all stakeholders.

### **2. Scope**

This policy applies:

- to all workers who are authorised by formal agreement to perform duties on behalf of the Association (this includes employees, contractors, practicum placement, work experience students and volunteers), customers, clients (including their families and advocates), and other relevant stakeholders
- across services, programs and locations of the organisation

### **3. Objectives**

The objectives of this policy are to ensure:

- ease of opportunity to provide feedback, raise an issues, or lodge a complaint, grievance or appeal

- complaint, fair, accountable, transparent and responsive management of feedback, complaints and grievances
- complaints and grievances are handled as close to the source as possible
- identification and implementation of business improvement opportunities

Principles and processes adopted for the management of feedback, complaints and grievances are based on Australian Standards.

### **Feedback systems**

The Association is committed to providing individuals opportunities to give feedback regarding the Association services, policies and procedures. The organisation will collect, analyse and measure worker, customer and client satisfaction and feedback information through a range of methods as part of continuous improvement planning. Methods include: staff performance management, staff meetings, committees, forums, post event/service feedback forms etc.

### **Worker grievance**

All workers have access to the Association's grievance process. Human resource management systems and procedures are in place to ensure that workers have access to a fair and effective process for dealing with grievances and disputes. *Refer to HR complaints, grievances and appeals procedure.*

### **Complaints and appeals (client related)**

The Association has implemented processes to address complaints and appeals raised by individuals across a broad range of areas. Information about providing feedback, raising an issue, complaint or appeal can be found on the organisation's website, and information provided to clients and staff directly from the Association. A procedure is in place detailing the processes implemented. *Refer to Complaints, grievances and appeals procedure.*

### **Sports competition related complaints**

Any sports competition related complaint will be dealt with by the competition officials at the time and in accordance with the rules of the sport and the competition event. Once any competition based incident is acted on by game officials and the officials consider the matter dealt with, the Association will only take further action under this policy in exceptional circumstances.

### **NDIS Provider Services**

The Association is a registered provider for NDIS services (Personal Training and Exercise Physiology). The National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission (NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS services and supports. Anyone can complain about NDIS funded services provided to a person with disability. This includes NDIS participants, other people with disability, friends, families, carers, advocates, workers, or any other person who wishes to make a complaint. [Refer to NDIS Commission - How to make a complaint](#)

## **4. Definitions:**

- **Client** - an individual who is participating in an Association service. This may include members and non-member participants e.g. an interstate athlete competing in an Association hosted competition
- **Customers** – an individual who purchases goods or services from the Association, e.g. purchases a lottery ticket, attends a fundraising event, etc.

- **Other relevant stakeholders** – any other individual who interacts with the Association e.g. donor, sponsor, supplier etc
- **Complaint** - a general expression of dissatisfaction with a situation or the behaviours of other person(s) within the association – generally a complaint will be able to be managed within an individual program
- **Dispute** - unresolved complaint escalated either within or outside of our organisation
- **Grievance** - a more specific and serious feeling of wrong doing that relates to harassment, discrimination or vilification by person(s) within the Association – generally a grievance will be managed at Association level
- **Mediation** - the attempt to effect a peaceful settlement between disputing parties via the facilitation of another independent third party, with all parties and the mediator present at the same time. The parties involved in the dispute determine the resolution themselves rather than have it imposed
- **Worker** – may be an employee, contractor, volunteer, student on practicum placement or work experience

## 5. Evaluation and review

Evaluation and review of Association services and processes are based on internal and external feedback received, satisfaction and complaints data gathered is analysed and monitored for management review.

The Association will revise this policy and associated procedures following the handling of any significant complaint or grievance and on an annual basis.

## 6. Related documents

- Member and Participant Terms and Conditions
- Complaints, grievance and appeals procedure
- Complaints, grievances and appeals form
- Human Resource Management policies and procedures
- Privacy policy
- Risk Management policy
- Anti-harassment policy
- Workplace Health and Safety Management policy