



Complaints Policy

A Sense of Hope is committed to ensuring that any person or organisation using services provided by A Sense of Hope or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints management procedure that

- : • is simple and easy to use
- is available to all clients and stakeholders by request
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements

OUR COMMITMENT If you make a complaint to A Sense of Hope you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint to A Sense of Hope about the delivery of services. A person may however lodge a complaint if a documented consultation process was not followed, or if the process was flawed. If you have a complaint, we recommend that you discuss the complaint with the organisation directly.

PROCEDURES

MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing to:

admin@asohqld.org

or

verbally to

- the CEO of A Sense of Hope or
- The Secretary

If the complaint is about:

- a product or service delivered by A Sense of Hope, the complaint will be dealt with by a Board Member
- a trainer of a program, the complaint will be dealt with by the CEO of A Sense of Hope

PROCEDURE FOR COMPLAINTS MANAGEMENT

The Board Member managing the complaint will be responsible for:

1. Registering the complaint:

Registering the complaint in the A Sense of Hope complaints register

Informing the person making the complaint that their complaint has been received and providing them with information about the process and time frame

2. Investigating the complaint:

Examining the complaint within 3-5 working days of the complaint being received

Informing the person making the complaint by letter within 7-10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

Complaints or appeals will be investigated and resolved within 14 working days of being received. If this time frame cannot be met, the person who made the complaint will be informed of the reasons why and the alternative time frame for resolution.

3. Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 14 working days of the complaint being received
- Informing the person who made the complaint of the outcome and any options for further action if required

4. What if I am unhappy with the resolution?

If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Ombudsman in your state. The Ombudsman's office will determine if it has the power to investigate your complaint.

RECORD KEEPING

A register of complaints will be kept by A Sense of Hope

The register will be maintained by the Secretary of A Sense of Hope.

For each complaint, the following information will be recorded for each complaint-

- Details of the person making the complaint and the nature of the complaint
- Date lodged

- Action taken
 - Date of resolution and reason for decision
 - Indication of the person who made the complaint being notified of the outcome
 - The response by the person making the complaint and any further action
- Copies of all correspondence and other materials received by A Sense of Hope in connection with any complaints will be kept for 7 years. The complaints register and files will be confidential and access is restricted to the CEO and Secretary of A Sense of Hope.
- A statistical summary of complaints and appeals will also be kept by the Secretary of A Sense of Hope.
 - The Secretary of A Sense of Hope will be responsible for preparing a report on received feedback and complaints once every four months to the CEO and the Board of A Sense of Hope.

Policy Updates

This Policy may change from time to time and is available upon request

Complaints Policy Complaints and Enquiries

If you have any queries or complaints about our Complaints Policy, please contact us at:

Email - admin@asohqld.org

Phone 0457 236 716

Approved by Tracey Peak CEO/ Founder and Lee Peak - Secretary

Date of approval: 2017/11/1

Date of review: 2018/11/1

Signature of CEO: [Signature]

Signature of Secretary: [Signature]

