


Title: Procedure <b>Complaint Resolution Procedure</b>		
Date Created:	January 2017	Reference: PR OP2
Date of Update:		
Current Version:	V1	

### Purpose

To outline how individuals or organisations can lodge a complaint with the YWCA Adelaide for swift and satisfactory resolution.

### Procedure

Procedure	Responsibility	By when
1. YWCA Adelaide recognises that in the course of their work issues may occur that give rise to dissatisfaction up to an including the need to lodge a complaint. YWCA Adelaide encourages any staff, client, member, volunteer or organisation to bring a staff member's attention to the issue for its prompt resolution where possible without formal lodgement of a complaint.	Any stakeholder	As identified
2. Where staff are alerted to an issue that could give rise to a complaint, they report it to their line manager for intervention.	All staff	Within 24 hours of identification
3. The line manager discusses the issue raised and possible resolution with the staff member for implementation. The staff member confirms issue resolution.	President	Within 24hrs of notification
4. If the issue is not resolved, a copy of the complaint procedure is provided for the complainant's usage if required.	All staff	At time of or soon after contact with complainant
5. Should the complainant seek to lodge a complaint, they are requested to do so via telephone call or email to the relevant manager with their number provided. The manager records the complaint on the Complaint Management Record form (FOR OP3.1) in <b>Part 1 Complaint Report</b> including a risk assessment on the complaint.	Complainant	As required

<p>6. If indicated, the manager receiving the complaint undertakes an investigation, and completes the <b>Part II Complaint Investigation Report</b> on the Complaint Record Form with recommendation for resolution made. (LOW, MEDIUM Risk Rating)</p>	<p>Manager</p>	<p>Commenced within 24 hours of receiving complaint.</p>
<p>7. Where the risk assessment is rated HIGH or EXTREME, discussion must be held with the CEO to establish process and priority of investigation, notifiable parties and a course of action to address immediate risks and resolve the complaint undertaken</p>		
<p>8. Part I Complaint report and Part II Investigation report (where applicable) on the Complaint Record Form signed off by CEO.</p>		
<p>9. Agreed action to resolve complaint is implemented and <b>Part III Complaint Resolution</b> completed</p>		
<p>10. Follow up on the complaint resolution is undertaken within two weeks of the resolution action being taken to confirm complaint is resolved. <b>Part IV Complaint Follow Up</b> on the Complaint Management Record form is completed</p>		
<p>11. Complaint Record Forms are reported to the Board in the CEO report as they are processed.</p>		
<p>12. Where applicable, an action is recorded in the Continuous Improvement Action Plan (ref: RS Q2.2</p>		

Advisory Notes (including quality system upgrades needed :

**Reference:**

Policy: POL OP2 Complaint Resolution Policy

Forms: FOR OP2.1 Complaint Record Form

Resource Sheets: RS Q2.2 Continuous Improvement Action Plan