

Complaints Procedure

Upon receipt of a formal complaint from a member of the public the following procedure will apply.

The person who receives the complaint will make an initial assessment of the concern so that the matter can be referred to an appropriate complaint handler.

Most usually, the complaint will be handled by the Chief Executive Officer.

Initial investigation into the complaint

The CEO will gather information regarding the complaint in a timely and confidential manner. This investigation will include considering information provided by the person making the complaint. This investigation may also include interviewing staff and volunteers and reviewing relevant company documents, including considering which policies and procedures may have been contravened.

Based on this research the CEO will make a response to the person making the complaint. This will include a summary of their investigation, and their conclusion.

If the person making the complaint is not satisfied with the conclusion, they can escalate the complaint.

Escalation of the complaint

The information gathered in the investigation will then be considered by members of the Compliance Committee, excluding the CEO (the initial investigator). The Compliance Committee will hold a meeting to discuss the matter, and can request additional information if they feel it is lacking. The Compliance Committee will share their conclusion with the person making the complaint. Their conclusion will be final.

If the person who receives the complaint considers the complaint to be about someone involved in handling complaints, the arrangements will be as follows.

Complaint concerning a member of the Compliance Committee

The investigation will be carried out by the CEO. An escalation will be considered by the full Board. Their conclusion will be final.

Complaint concerning the Chief Executive Officer

The investigation will be carried out by a nominated member of the Compliance Committee. An escalation will be considered by the full Board. Their conclusion will be final.