



## **COMPLAINTS HANDLING POLICY AND PROCEDURES**

### **1. POLICY**

In developing our Complaints Handling Policy, the Management Committee is committed to:

- providing all members with a reasonable opportunity to make a complaint and put his/her case
- resolving complaints while complying with principles of natural justice and procedural fairness
- dealing with all complaints without unnecessary delay
- dealing consistently with all complaints by acting fairly and without bias, only taking into account credible and relevant information
- ensuring that a record of the complaint and resolution outcomes is kept while respecting the confidentiality of the members involved
- ensuring that actions, to which all parties during the resolution process have agreed need to be taken, are carried out.

### **2. PROCEDURE**

- During the first management committee meeting after the AGM, the new committee is to appoint a Complaints Handling Panel (CHP), which will consist of 3 management committee members.
- The flowsheet on the next page outlines the procedure for dealing with complaints.

Adopted 15<sup>th</sup> July, 2021

## PROCEDURE FOR HANDLING COMPLAINTS

*CHP is the Complaints Handling Panel.*

