

SECTION 1: GOVERNANCE

PROCEDURE NO: 1.17

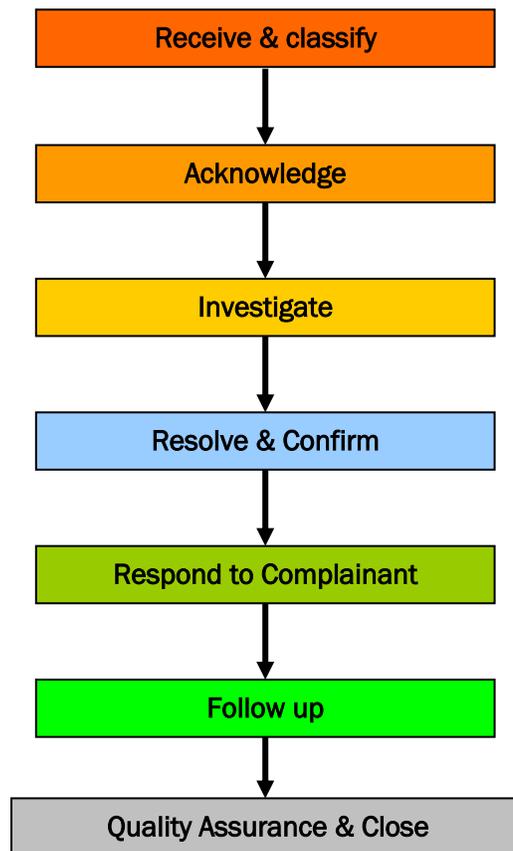
PROCEDURE TITLE: COMPLAINTS HANDLING

SCOPE:

This procedure applies to Members of the general public, Third party stakeholders and complaints about RAN·C·H's product services and responsibilities

1.0 PROCEDURE OVERVIEW

The following key steps must be followed for complaints received by the Regional Association of Neighbourhood and Community Houses Inc. (RAN·C·H)



The requirements for each of these steps is detailed below

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1. Receive & Classify

Summary

Ensure that all potential issues are captured by RANCH Inc., and classified for escalation, review and action as required.

1. Any complaint, issue or negative interaction must be logged and classified for action. Refer to RANCH Inc.'s *Complaints Logging Form*
2. All complaints must be prioritised as follows:
3. **Priority 1 – urgent**, potential high business impact. Requires a response to the complainant within 3 working days.
Used where the complainant may be in a position to influence or make public statements that would impact upon RANCH Inc.'s reputation.
4. **Priority 2- non-urgent**, lower business impact. Requires a response to the complainant within 2 working weeks.
Used for most complaints with individual complainants, as this allows a reasonable time to collect information and produce a balanced response.
5. Discretion and flexibility should be exercised in prioritising all complaints
6. The person receiving and logging the complaint will review the complaint and its priority with the President of the Committee of Management (COM) or delegate before proceeding to the next step.

All Priority 1 complaints must be escalated immediately to the President of the COM.

2. Acknowledge

Summary

Ensure that every complaint receives a formal written acknowledgement, containing an expectation of when they will receive a response, and the person dealing with it.

1. All complaints, regardless of priority, will receive acknowledgement sent out on the day of receipt.



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3. Investigate

Summary

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

1. The priority of the complaint will drive the timescale for completion (3 days for urgent or 2 weeks for non-urgent).
2. All areas of interaction and communication will be established (who, what, where, when, why etc) and documented where possible.

4. Resolve & Confirm

Summary

Ensure that the final resolution is clear and fair.

1. Ensure that the proposed resolution meets RANCH Inc.'s guidelines and does not prejudice RANCH Inc. in any unnecessary legal or financial manner.
2. The President of the COM or delegate is to document the proposed action and discuss with the Committee.
3. The review will include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.

5. Respond to Complainant

Summary

Provide the complainant with the resolution within the timeframe promised.

1. The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the complainant- within the agreed timescales.
2. If this cannot be done on time the complainant is to be contacted by telephone to request further time.



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6. Follow up

Summary

Ensure that complaints are followed up to confirm that complainants are satisfied with the response/s given

1. All Priority 1 complaints Priority 2 complaints must be followed up within a reasonable timeframe.
2. This will be carried out by the President COM or delegate.
3. The follow up will identify the following
 - Is the complainant satisfied with the response?
 - Did they feel that their complaint was properly and fairly handled?
4. Any negative responses to these questions should be referred to the COM for action and direct follow up.

7. Quality Assurance & Close

Summary

Ensure that the COM is aware of complaints and any underlying issues. Plan action to prevent future recurrence.

1. All complaints will be reviewed monthly as part of the COM meetings.
2. Any complaints where action can be taken to avoid recurrent must be acted upon and raised with the President of the COM.