

Complaints Management Policy

Policy – OP02-2010

Prepared	Reviewed	Approved	Date
Sue Bowditch	August 2010	The Committee of Management	14 th September 2010
		To be reviewed:	2012
Document Owner: Committee of Management		Review Frequency:	Bi-Annually
President's Signature:			

1. The purpose of this policy is

- To provide a complainant with access to an open and responsive complaints-handling process
- To enhance the ability of The Guild to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and The Guild
- To enhance the ability of The Guild to identify trends and eliminate causes of complaints and improve its operations
- To help The Guild create a customer-focused approach to resolving complaints

2. Policy Statement

The handling of complaints through a prescribed and consistent process can enhance member satisfaction. Encouraging feedback, including complaints if Guild members are not satisfied, can offer opportunities to maintain or improve the services and reputation of The Guild.

While the Committee is determined to handle complaints as described in this policy, it is not the Committee's intention to involve itself in issues relating to decisions made by Teachers regarding the progress and/or ability of any individual student. This specifically includes but is not limited to a Teacher's decision(s) relating to:

- a) Exam/presentation participation readiness,
- b) Allocation of students to a grade or level
- c) Construction of classes.

In recognition that the Teacher will always be the most qualified and experienced in relation to dancing standards they will always be in the best position to make certain determinations. Therefore the Committee deems any decision made by a Teacher in the above regard as final and not open to discussion or negotiation.

3. Principles

The Guild will view complaints as an opportunity to modify and improve our services where necessary. We will utilize the following principles:

1. To make it as easy as possible to submit a complaint:
 - Complaints will be accepted, preferably in writing on the designated feedback form, but also verbally, by phone and by email to a Committee member, preferably the Complaints Officer.
 - A complaints form is available at each studio and on the website
 - A 'letterbox' is provided at studio 2 for delivery of written complaints
2. To treat each complaint as a constructive expression of dissatisfaction and as such, deserving of a response.
3. To treat each complaint seriously, however it is made:
 - All complaints will be acknowledged, recorded and addressed
4. To deal with each complaint promptly and politely:
 - All complainants will receive a letter of recognition within 7 days and a copy of the complaints management policy
 - All complainants will receive a letter informing them of the outcome of their complaint within 6 weeks
5. To respond appropriately with an explanation, with an apology if we have made an error and/or with information on the outcome.
 - The Committee's decision is final. The case will be closed and there will be no response to any further communications about the matter.
6. To make and keep records of complaints for future reference:
 - A complaints register will be maintained recording all complaints, however received, including the associated investigation/review and the outcome
7. To learn from comments and complaints:
 - Policies and processes will be reviewed in line with the findings
 - Trends identified in the register will be recognised and raised with The Committee for appropriate action

4. Who is responsible for implementing this policy?

- 4.1 The Guild Committee and Management through the nominated Complaints Officer.
- 4.2 In the event of personal conflict the Complaints Officer will step aside from dealing with the complaint and the committee will appoint another person or persons to act in the roll of Complaints Officer.

5. Definitions

<i>Members</i>	Students, Parents and Carers, Staff of The Guild
<i>The Guild</i>	The Committee of Management of The Guild.
<i>The Committee</i>	The Guild's Committee of Management

6. Legislation and other references

6.1 Legislation

For further information related to this policy see:

- Customer satisfaction—Guidelines for complaints handling in organizations (ISO 10002:2004, MOD)
- The Royal Ballet School, UK- A complaints procedure for parents and pupils of The Royal Ballet Lower School. MF/PH-A October 2009
- The Mildura Ballet & Dance Guild Inc Constitution – Reference Point 10 “Disputes and Mediation”.
- The Mildura Ballet & Dance Guild Inc – Employment and Awards 2002

6.2 Documents

This Policy is implemented in conjunction with the following documents:

- Complaints Management Flowchart
- The Guild Feedback Form

6.3 Risk Assessment

Please tick the corporate risk(s) that this policy is addressing.

Risk Category	<input checked="" type="checkbox"/>	Risk Category	<input checked="" type="checkbox"/>
Asset Management		Financial Sustainability	
Committees	<input checked="" type="checkbox"/>	Human Resource Management	<input checked="" type="checkbox"/>
Compliance – Legal & Regulatory		Leadership & Organisational Culture	<input checked="" type="checkbox"/>
Contract Management		Occupational Health & Safety	<input checked="" type="checkbox"/>
Contract Tendering & Procurement		Organisational Risk Management	<input checked="" type="checkbox"/>
Corporate Governance	<input checked="" type="checkbox"/>	Project Management	
Environmental Sustainability		Public Image and Reputation	<input checked="" type="checkbox"/>