

Name of Policy	Complaints Policy
Description of Policy	This policy highlights 4GR Pty.Ltd commitment to have robust guidelines to address complaints lodged by any stakeholder and is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.
Policy Status	<p>New Policy</p> <input checked="" type="checkbox"/> Revision of existing policy

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Policy reviewed by	Gillian Baldwin

Approval date	December 2015
Effective date	1st January 2016
Date of last revision	3 rd March 2020
Date of policy review*	March 2021

* Unless otherwise indicated, this policy will still apply beyond the review date.

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Policy Purpose

This policy highlights 4GR Pty.Ltd commitment to have robust guidelines to address complaints.

Scope of Policy

This policy covers applies to the staff, students, contractors and all stakeholders engaged in 4GR Pty.Ltd activities.

Policy Statement

This policy highlights 4GR Pty.Ltd commitment to have robust guidelines to address complaints lodged by any stakeholder and is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

Relevant Legislation

Age Discrimination Act 2004 (Cth)

The Racial Discrimination Act 1975 (Cth)

The Human Rights and Equal Opportunity Commission Act 1986 (Cth)

The Disability Discrimination Act 1992 (Cth)

The Racial Hatred Act 1995 (Cth)

Sex Discrimination Act 1984(Cth)

Fair Work Act 2009 (Cth)

Disability Act 2006 (Victoria)

The Equal Opportunity Act 2010 (Victoria)

The Racial and Religious Tolerance Act 2001 (Victoria)

Workplace Gender Equality Act 2012 (Cth)

Complaints Policy

1. Commitment

1.1 4GR Pty.Ltd is committed to have an effective system for management and resolution of complaints about the support and service we provide.

1.2 4GR is committed to ensuring all students, staff and stakeholders are supported in their right to freedom of expression and their right to seek, receive and share information and opinions.

1.3 4GR Directors are committed to addressing any complaint received by Stakeholders or staff promptly and systematically to ensure all issues are addressed and opportunity for continuous improvement is identified and acted upon.

2. Objectives

2.1 To fulfil this commitment 4GR Pty.Ltd will:

- Ensure that systems are in place to support the lodging of complaints either formal or informal.
- Provide staff, students and stakeholders with information about how to lodge a complaint.
- Ensure all students, staff and stakeholders are aware of further avenues to lodge complaints which they believe have not been dealt with satisfactorily by 4GR Management. Contact details for VCAT, HR Australia, Human Rights Commission, Disability Commissioner and NDIS Quality and Safeguards Commission are provided on the website and referenced in relevant forms.
- Use any complaint lodged as an opportunity to learn and grow, by discussing all complaints lodged at regular staff meetings, by amending and changing 4GR processes and practices when appropriate or necessary.
- Maintain a Complaints register.

3. Types of Complaints

3.1 **Informal Complaint** - An informal complaint is done through discussion (written or verbal) and should always be attempted before moving into the formal complaint process.

3.2 **Formal Complaint** – a complaint generally received in writing or via email, or the 4GR website. This type of complaint is allocated a number and may be lodged with the NDIS commission.

3.3 Complaints raised can relate to any part of 4GR service provision, the learning environment or to a specific individual.

Related Documents

- Complaints Flowchart
- Complaints Procedure
- Staff Complaints Procedure
- Complaints Resolution Flowchart
- Complaints Register
- How to give feedback or make a complaint factsheet
- Complaint Handling Guidelines for Providers – NDIS
- Complaint Management Resolution Guidance – NDIS
- Staff Handbook
- Student Handbook
- Discrimination, Bullying and Prevention Policy
- Discrimination, Bullying and Prevention Procedure

Review

From time to time 4GR may make changes to this Policy and any related policies and documents to improve the effectiveness of its operation.

Further Assistance

Any staff member who requires assistance with this Policy and Guidelines should speak to one or both of the Directors of 4GR.