

## Complaints policy

### Introduction

People and organisations using Socialink's services and The Kollektive have the right to make a complaint. It is important that people are aware of the process for making a complaint, that the complaint is investigated and that the outcome is communicated to the person or organisation. Complaints are a good opportunity to identify areas for improvement.

A complaint is defined as:

- any expression of dissatisfaction about services provided.
- dissatisfaction with the conduct of a staff member/student placement/ contractor/Board member of Socialink.

### Policy

Complaints can be received by a user of any of our services, including those of contractors or providers of learning and development or any member of The Kollektive. Complainants have the right to be anonymous. Investigation will occur within the limitations caused by the anonymity.

Information about Socialink's and The Kollektive's complaints process will be on their respective websites.

### Complaints Management Procedure

- Verbal\* and written complaints are to be received by the General Manager of Socialink. In relation to TK please see Attachment 2- The Kollektive Complaint Resolution process. All of the following steps apply to both Socialink and The Kollektive
- If the complaint involves the General Manager, the manager role will be delegated to the co-Chairs of Socialink. If the complaint is about The Kollektive Manager, the complaint will be referred to the General Manager. If the complaint is about a co-Chair of Socialink, it would be referred to the other co-Chair or the Treasurer.
- The Manager/co-Chair will acknowledge the complaint and advise the complainant of the complaint process. If the complaint is very serious/high risk, the acknowledgement will be in writing.
- Within five working days of receiving the complaint, the complaint will be investigated\*\*, preferably involving a face-to-face meeting with the complainant. The complainant will be offered the option of having a support person attend the meeting.
- Within ten working days a decision about the complaint will be made and a letter with the result of the investigation is to be sent/given to the complainant, including any service

improvements that will be made as a result of the complaint, information about the appeal process and to invite the complainant to discuss the outcome of the complaint.

- Update the complaints log.
- If the complainant does not accept the outcome of the complaints investigation, the appeals process will be initiated.
- Within 5 working days the co-Chair/External reviewer seeks information from the person who investigated the complaint, reads the complaint related documentation, contacts the complainant and offers to meet and ascertain what the complainant is unhappy about.
- The co-Chair/External Reviewer then discerns the soundness of investigation, need for re-investigating and any other steps to be taken.
- The co-Chair/External Reviewer then decides to either close the complaint, re-investigate the complaint or refer to an external body/reviewer and inform the complainant in writing.

\*If the complaint is verbal, check with the complainant that the record is accurate.

### **\*\*Investigation Process**

- Ascertain facts.
- Analyse all written evidence.
- Interview people involved.
- Interview people who may have observed anything.
- Assess and refer to best practice guidelines.
- Enlist a specialist if required.
- Enlist a cultural advisor if required.

### **Notification and communication procedure**

The General Manager is to be notified immediately about any complaints that:

- Involve a serious injury.
- Have the potential to be of interest to the media.
- Are of a sensitive nature.
- Involve serious misconduct.

The General Manager is to immediately notify the Co-Chairs of the complaint.

The General Manager/The Collective Manager will report to the Board on:

- Complaints lodged.
- Complaints resolved.
- Status of investigations.
- Results of investigations.
- Trends and analysis.

## Attachment 2

# The Kollektive Complaint Resolution Process V1.2 October 2020

The Kollektive – TK has a 4-stage process for complaint resolution and or escalation based on the issue and operational area in which it sits. In all respects, we have an agreed 'same day' response protocol.

1. If a complaint involves the comfort of a member/visitor, IT issue, or a query around use of The Kollektive's resources, TK team will handle those issues directly, copying TK general manager on all communications and saving a copy of same in the member/member being visited digital record. \*\*
2. If a complaint is unresolved, or is of greater consequence, detailed questions, or issues around membership or invoicing, these should be escalated to TK general manager. TK general manager will communicate directly with the complainant, copying TK team to ensure clarity and saving a copy of all communication in the member/member being visited digital record. \*\*
3. If a complaint is received and is unresolved following escalation to TK general manager, the complaint will pass to SocialLink general manager for investigation. SocialLink general manager will communicate directly with the complainant, copying TK team to ensure clarity and saving a copy of all communication in the member/member being visited digital record. \*\*
4. If a complaint is received where TK general manager is the subject of the complaint, the complaint will be passed to SocialLink general manager to investigate. SocialLink general manager will then communicate directly with the complainant and liaise with all parties. A solution will be sought, and action points agreed. SocialLink general manager will retain copies of all correspondence, however, will not store communications in the TK member's digital record. A note of any agreed operational requirements relating to the complainant/member will be added to the members TK digital file and communication of same will be passed to TK team. This is to ensure specific operational needs are met\*\*

*\*\*information relating to the privacy of an individual shall not be stored in TK digital member records. In this instance such information should be retained by TK or SocialLink general manager and a note of any operational specific actions should be added to the member's digital record.*