

# GRIEVANCE, COMPLAINTS & COMPLIMENTS FORM



## Purpose

This form supports the Grievance, Complaints & Compliments Policy & Procedure and guides the timely and appropriate process and handling of grievance, complaints and compliments for Royal South Street Society (RSSS).

## Definitions

<b>Complaint</b>	The complaint refers to oral or written communication of dissatisfaction, which may be due to inappropriate or unprofessional conduct, unlawful harassment, issues concerning health and safety, organisational policy or decision, interpersonal conflicts. It is a way to raise your voice and allows the RSSS to formally address potential ill-treatment, and to manage appropriate actions to ensure such events if substantiated do not occur in the future.
<b>Compliment</b>	A polite expression of praise or admiration.
<b>Grievance</b>	A grievance can be defined as any unfair or inappropriate act, treatment, rule or state, or breach of the RSSS Code of Conduct, policies and procedures or legislation. Any type of complaint which is officially written and presented to the concerned authority for redressal.
<b>Natural justice</b>	Natural justice is also known as universal justice, substantial justice, or fair play in action. It is an essential concept of divine law, which is based on the law of equity. Its importance can be assumed to be reflected in every statute or enactment by promoting equity among parties, which means equal treatment and opportunity.
<b>Royal South Street Society</b>	The formal title of the organisation. The organisation that formally oversees the Royal South Street Society Ballarat Eisteddfod
<b>Royal South Street Society Ballarat Eisteddfod</b>	Our core business/event/season of events/eisteddfod which is overseen by the Royal South Street Society

## General Procedures

General procedures should be observed in alignment with the Grievance, Complaints & Compliments Policy and Procedure.

# GRIEVANCE, COMPLAINTS & COMPLIMENTS FORM



## Step 1 – Share Compliment/Resolve Complaint / Concern Informally

- Royal South Street Society encourages all party/s with a compliment, grievance or complaint to resolve issues or concerns informally, when they feel safe to do so. If another person is involved, the party/s should discuss their grievance/complaint/Compliment with the person/s involved in the first instance, if this is possible.
- If the party/s remain dissatisfied with the outcome they may use this Formal Complaint Form. It is RSSS's responsibility to ensure that the grievance and complaint has substance and is appropriate for the Formal Complaint Process.

## Step 2 – Making a Formal Complaint or Compliment

- To commence the grievance/complaint/compliment process, the party/s need to complete this Grievance and Complaint Form or send a written letter/email to the Business Manager or if this not appropriate, the Board Chair, in confidence, only.
- The following details need to be provided with the written complaint:
  - Date of submitting grievance/complaint/compliment
  - Name and contact details of person submitting grievance/complaint/compliment
  - Names of all involved if known
  - Details of the complaint/compliment
  - All supporting information that the party/s wish to be considered as part of the complaint/compliment
  - An explanation of the steps already taken to try to resolve the complaint informally, and why the responses received are not considered satisfactory;
  - What the party/s think needs to done to address their concerns;
- The Business Manager (and or Board Chair, or delegate) will commence the process of addressing the complaint/compliment within (10) working days of receiving the written notification. (This will be completed confidentially and in line with current Privacy Act requirements).

# GRIEVANCE, COMPLAINTS & COMPLIMENTS FORM



**Date:**

**Name and contact details of the person completing this form:**

Full Name:  
Contact Phone Number:  
Contact Email Address:

**Names of all involved if known:**

**Details of the grievance/complaint/compliment:**

**All supporting information that the party/s wish to be considered as part of the complaint/compliment:**

**An explanation of the steps already taken to try to resolve the complaint informally, and why the responses received are not considered satisfactory:**

**What the party/s think needs to be done to address their concerns:**

---

*Office Use Only: Date Received by RSSS:*

*Action:*