

GRIEVANCE, COMPLAINTS & COMPLIMENTS POLICY



ROYAL SOUTH STREET SOCIETY

Purpose

To ensure access for all stakeholders or clients of Royal South Street Society, to share any grievance, complaints or compliments associated with all aspects of Royal South Street Society activities, and their resolution, where required.

Scope

This policy applies to all staff, volunteers, competitors, families, teachers, schools, audience, sponsors, and organisations engaged with RSSS.

Definitions

Complaint	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.
Compliment	A polite expression of praise or admiration.
Grievance	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.
Natural justice	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.
Royal South Street Society	The formal title of the organisation. The organisation that formally oversees the Royal South Street Society Ballarat Eisteddfod
Royal South Street Society Ballarat Eisteddfod	Our core business/event/season of events/eisteddfod which is overseen by the Royal South Street Society

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Policy Statement

The Royal South Street Society is committed to maintaining a workplace and public events that encourages collaboration, trust, cooperation, compliment, communication and enjoyment, and where all behaviours are consistent with our Code of Conduct.

It is recognised, however, that on occasions inappropriate behaviours or issues may occur and that a complaints and grievance process is required to resolve complaints or concerns.

It is also recognised that it is just as important to recognise individuals and work that goes above and beyond to support our Code of Conduct and vision for the organisation.

This policy aims to ensure that compliments, complaints and grievances are handled and resolved in an appropriate, fair, transparent and timely manner, in accordance with the principles of natural justice and procedural fairness.

Specifically:

- A. The Grievance, Complaints & Compliments Policy manages and responds to allegations involving the conduct of:
 - The Royal South Street Society staff, Board members, Discipline Chairs and committees and volunteers.
- B. The policy also includes an appeal process to manage requests for a review of decisions by Royal South Street Society.
- C. All grievances and complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially, in a way that protects all parties involved.

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Organisational Commitment

Who	Commitment	How
Business Operations Manager / Board Chair	Promote a culture that values complaints and their effective resolution	<ul style="list-style-type: none"> • Report to the governing body on our complaint handling. • Provide adequate support and direction to key staff responsible for handling complaints. • Regularly review reports about complaints trends and issues arising from complaints. • Encourage all staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly. • Encourage staff to make recommendations for system improvements. • Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data.
Staff whose duties include complaint handling (may include Business Operations Manager/ Board Chair)	Demonstrate exemplary complaint handling practices.	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints. • Assist people to make a complaint if needed. • Comply with our policy and associated procedures • Provide regular feedback to management and/or the governing body on issues arising from complaints. • Provide suggestions to management on ways to improve our complaints management system. • Implement changes arising from individual complaints and from the analysis of complaint data as directed by management
All staff	Understand and comply with our complaint handling policies and procedures	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints. • Be aware of our complaint handling policies and procedures. • Assist people who wish to make complaints access our complaints process. • Be alert to complaints and assist staff handling complaints to resolve matters promptly.

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Guidelines

- Grievances, complaints and compliments provide an opportunity to develop the quality of our services.
- All grievances, complaints and compliments are approached with an open view, to attempt to resolve problems through discussion with appropriate personnel.
- All grievances, complaints and compliments will be documented, to ensure appropriate action is taken to address any issues which occur or can be anticipated to occur in future activities.
- Every effort will be made to resolve the grievance and complaint at its source.
- A grievance or complaint may be withdrawn at any time by the complainant
- Royal South Street Society is committed to addressing grievances and complaints in a timely, sensitive and fair manner and according to the principles of natural justice and procedural fairness at every stage of the grievance and complaints process.
- Royal South Street Society is committed to ensuring that grievances and complaints are acknowledged in writing and finalised as soon as practicable; and
- Providing for review by an appropriate party independent of Royal South Street Society and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the grievance of complaint.

Supporting Documents

- Grievance Complaints & Compliments Procedure
- Confidentiality Policy
- Code of Conduct
- Code of Conduct – General Entry and Audience
- Privacy Policy and Procedure
- Risk Management Policy
- Risk Management Plan
- Workplace Employment Contracts

Responsibility

- The Royal South Street Society Board is responsible for monitoring the implementation, outcomes and scheduled review of this policy.
- The CEO/General Manager/Business Manager is responsible for maintaining the content of this procedure as delegated by the Royal South Street Society Board.

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Communication & Implementation

This procedure will be communicated and implemented via:

- Identified and recorded on the RSSS Quality Management Plan Cycle
- Listed in the Policies & Procedures file on the RSSS Intranet
- On Board review/approval, included on Staff Meeting Agenda for location and active implementation
- Staff induction documentation and sessions.
- Listed on the public website

Legislative Context

- Child Safety & Wellbeing
- Privacy Act
- OHS
- Fairwork Australia
- NES – National Employment Standards

Policy Authorisation

Approved by RSSS Board	July 2024	Responsible Person	CEO/General Manager/Business Manager
Version	Version 3 June 2024	Scheduled Review Date	01/01/2026