

GRIEVANCE, COMPLAINTS & COMPLIMENTS PROCEDURE



Purpose

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

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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General Procedures

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

- Communications of policies at staff meetings and discussions, and enforcement of appropriate behaviours will be shared to build a culture accepting the diversity of all stakeholders.
- All Royal South Street Society representatives are equipped to deal with grievance and complaints constructively.
- The process of submitting a complaint may be informally through a discussion, which is documented and forwarded to the Royal South Street Society for consideration, or formally, through a Grievance and Complaint Form
- The Grievance Complaints & Compliments Procedure comprises a number of steps. Confidentiality will be strictly observed by all parties and at all stages of the Grievance Complaints & Compliments Procedure.

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 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 the Formal Complaint Process listed below. 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 a 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

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- 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;
- 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).

Step 3 – Processing Complaint (Internal)

- In considering the grievance or complaint, the Business Manager (and/or Board Chair, or delegate) will arrange a meeting with the party/s to enable them to formally present their case as individuals.
- The grievance or complaint will be investigated by the Business Manager (and/or Board Chair) and will discuss the party/s issues with the person/service/s concerned. If the Business Manager (and/or Board Chair, or delegate) considers the grievance or complaint justified based on the evidence at hand, they will immediately work towards a decision or action required.
- The party/s involved will be provided with a written explanation/outcome/action.
- If the complaint is not upheld, the party/s will be given a written explanation, detailing the reasons for the decision.
- The Business Manager (and/or Board Chair) will take all reasonable measures to finalise the grievance and complaints process within 10 working days.
- A written record of grievances/complaint and outcomes will be retained, and this information recorded on the Grievance and Complaints Register, but will not be accessible as a Public Record.

Step 4 – Record Keeping

- Royal South Street Society securely maintains records of all grievances, complaints and compliments and their outcomes; and identifies potential causes of grievances and complaints and takes appropriate corrective action to eliminate or mitigate the likelihood of recurrence.

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Supporting Documents

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

Forms

- Grievance, Complaints & Compliments Form

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.

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.

Legislative Context

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

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Records Management

DOCUMENT TITLE	LOCATION	RESPONSIBLE PERSON	MINIMUM RETENTION PERIOD
Grievance, Complaint & Compliment Form	Grievance, Complaint & Compliment Register	Business Manager	Electronic record will be retained in the records management system
HIRAC / Risk Management Plans	Records management system	Business Manager	Electronic record will be retained in the records management system

Authorisation

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