

## Complaints Handling Policy

### Policy Details

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|------------------|-----------------|-------------------|-------------|
| Policy Category: | Human Resources | Policy No:        | LWA 027     |
| Approved by:     | CEO             | Creation Date:    | August 2023 |
| Endorsed by:     | GNR Committee   | Last Modified:    | August 2023 |
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### Purpose

Leadership WA is committed to delivering high-quality experiences to our diverse participants, Alumni, clients, partners and stakeholders. We value feedback from our stakeholders and view complaints as an opportunity to improve our operations and address any concerns. This policy outlines the procedures for handling external complaints, ensuring transparency, fairness, and effective resolution.

This policy applies to all staff, clients and Board members of Leadership WA.

### Definitions

*Complaint:* An expression of dissatisfaction or concern related to our courses, services, staff or operations or a Board member

*External Complaint:* A Complaint raised by a participant, client, partner, Alumni or other stakeholder about our services, or interactions.

*Internal Complaint:* A Complaint raised by a staff member about an internal matter within the organisation, but does not include a Grievance as defined in the Grievance and Dispute Resolution Policy.

### Principles

*Fairness:* All Complaints will be treated impartially and with respect for the complainant's perspective.

*Confidentiality:* Complaints will be handled discreetly, and information will only be shared with relevant parties involved in the resolution process, unless their express prior consent has provided to share the information more broadly or it is required under a law to be shared with another party.

*Timeliness:* Complaints will be addressed as expeditiously as reasonably possible.

*Transparency:* Updates on the progress and outcome of a Complaint will be communicated to the complainant as appropriate.

*Continuous Improvement:* Complaints will be analysed to identify opportunities for improving Leadership WA's operations and preventing similar issues in the future.

*Values Alignment:* Complaints will be considered in the context of our Leadership WA Values in that "we are adaptable", "we are exceptional", "we connect" and "we empower".

## Process

### *1. Receipt of Complaint*

- An Internal Complaint or External Complaint can be submitted in writing (email, letter), verbally, or through the query option available on our website.
- An Internal Complaint or External Complaint should include relevant details such as the nature of the issue, the individuals involved, and any supporting documentation.

### *2. Assessment and addressing of Complaint*

- Where a Complaint is lodged anonymously and/or sufficient details of the Complaint are not provided to reasonably be able to consider and resolve the Complaint, the employee or officer of Leadership WA dealing with the Complaint may dismiss the Complaint.
- A Complaint about Leadership WA's courses, services, staff or operations, depending on its severity or seriousness will be dealt with by the staff member responsible for that area the subject of the Complaint.
- If a complaint is considered to be sufficiently severe or serious that it requires senior review, it will be escalated to a senior staff member or CEO for them to deal with it. The CEO (will decide whether or not it is appropriate to involve the Board to resolve a Complaint. Note that definition of 'severe or serious will vary according to the situation and so staff are encouraged to err on the side of caution and seek advice at an early stage if unsure.
- If a Complaint is made in relation to the CEO or a Board member, it will be dealt with by the Board Chair (or if it is in relation to the Board Chair, by the Deputy Board Chair).
- All Complaints will be dealt with on their merit in an equitable, objective and unbiased manner.
- The person handling a Complaint must ensure that any conflicts of interest in relation to the Complaint are declared.
- The complainant and, if applicable, the person who is the subject of the Complaint (if any), should be given sufficient opportunity to present their position,
- The person the subject of the Complaint (if any) should be given sufficient opportunity to comment on any adverse findings and be provided with reasons for decisions on the outcome of the Complaint.
- Once sufficient information is gathered and the matter appropriately investigated and resolved, the complainant will be informed of the outcome and the steps taken to address the Complaint (so far as practicable noting confidentiality requirements).
- The personal information of the complainant and any people who are the subject of a Complaint should be kept confidential and only used for the purposes of addressing the Complaint and any follow up actions (subject to law requiring the disclosure of the information).

### *3. Escalation*

- If the complainant is dissatisfied with the resolution, they can request escalation to senior staff or the Board.
- The senior staff or Board will review the matter, consider additional information, and provide a final decision.

### *4. Follow up and Closure*

- Once a resolution is agreed upon, the staff member will ensure that the agreed actions are implemented within the specified timeframe.

### *5. Reporting and Continuous Improvement*

- Details of the Complaint, the process, the outcome and all correspondence must be logged on the CRM system to enable sound record keeping.
- The Complaint and its management may be discussed at a Team meeting to enable individual and group learning.
- Any Complaints deemed by the CEO to be of a severe or serious nature and worthy of bringing to the Board's attention will be included in the Board papers or – as appropriate – the Board will be advised immediately.

### **Process – Internal**

A grievance (as defined in the Leadership WA Grievance and Dispute Resolution Policy) will be addressed through the Leadership WA Grievance and Dispute Resolution Policy.

### **Breaches**

Breaches of policy are serious and may result in the disciplinary action up to and including termination of employment.

### **Relevant Forms and Policies**

Bullying

Discrimination and Sexual Harassment

Code of Conduct

Drugs and Alcohol

Use of Internet and Email

Serious Misconduct

*and other policies as applicable*