

**Policy No:** P AG 007

### **AHCSA Receiving Complaints about Members or Board**

Register information

Policy No:	P AG 008	Version	1
Drafted by:	P Ryan	Approved By Executive on	11/10/2015
Responsible person	CEO	Scheduled Review Date	11/10/2015

Policy Summary

<b>Purpose:</b>	This policy provides direction for AHCSA Members and staff on the receipt and handling of complaints regarding our Members and their business
<b>Audience:</b>	AHCSA Membership and AHCSA Secretariat
<b>Supporting Procedures:</b>	AHCSA Constitution & By-Laws
<b>Supporting Guidelines:</b>	N/A

### **Introduction**

From time to time the AHCSA Secretariat will receive complaints regarding its Member organisations. As AHCSA is a membership based organisation we are not in a position to hold our Members to account, but there is a need to ensure that Members are given every opportunity to address complaints through their own systems. AHCSA is able to support our Members in dealing with issues however; this will be provided at their request.

### **Objective**

To ensure that AHCSA staff are clear on their roles and responsibilities in dealing with complaints received about the Member organisations.

### **Policy**

AHCSA is a Membership association that operates on behalf of the Aboriginal Community, through the Member organisations.

AHCSA will respond to complaints with respect to the nature of the complaint:

If the complaint:

1. Refers to the Member organisation's internal business AHCSA will direct the complaint back to the Member organisation and its complaints procedures.

- a. AHCSA may support the resolution of the complaint process as requested by the Member organisation
2. Refers to conduct detrimental to AHCSA by a Member organisation, as described in the AHCSA constitution, the matter will be handled according to the Constitution and by-laws of the Association.
3. Refers to conduct detrimental to AHCSA by a Member Representative, as described in the AHCSA constitution, the matter will be handled according to the Constitution and by-laws of the Association

**Procedure to be followed.**

If a complaint which meets the above criteria is received by a staff member the details should be recorded on the AHCSA Complaints form and referred to the CEO.

The CEO (or delegated staff) will assess the nature of the complaint and determine the appropriate response.

**Delegations**

<b>Action</b>	<b>Delegated authority</b>
CEO	Approval of complaints handling procedures
Admin & Facilities Manager	Management of document templates for recording of complaints

**Related Documents**

AHCSA AG Complaint Form V1\_130925